

RailTel Corporation of India Ltd.
(A Nav Ratna PSU Under Ministry of Railways)



NOTICE INVITING EXPRESSION OF INTEREST (EOI)

**EOI No.: RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June
2026**

Expression of Interest (EOI) for “Outsourcing Delivery of Public Service as a Project-GNCTD” for Customer of RailTel (CoR)”

Issued by:

RailTel Corporation of India Ltd

(A Nav-Ratna PSU under Ministry of Railways)

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

Website: - <https://www.railtel.in>

Disclaimer

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

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

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EOI NOTICE

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

EOI Notice No: RCIL/NR RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from RailTel’s Empaneled Partners for “Outsourcing Delivery of Public Service as a Project - GNCTD and as per scope of work” for Customer of RailTel (CoR)

The details are as under:

SCHEDULE OF EVENTS

1	Date of EOI Floating	20 th June, 2026
2	Last date for submission of Bids against EOI	24 th June, 2026 at 15:00 Hours
3	Opening of Bids received against EOI	24 th June, 2026 at 15:30 Hours
4	Bidding Stage	Single Stage (Two Packet System)
5	EOI document cost inclusive tax (Non- refundable)	NIL
6	EOI processing fee exclusive tax (Non- refundable)	As per E-nivida Portal.
7	EMD for on boarding Arrangement	Total earnest money deposit shall be Rs. 1,73,450/-
8	Completion period	As per the COR.
9	Bid Submission Mode	Online on https://railtel.enivida.com
10	Bid validity	30 days.

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

Earnest Money Deposit (EMD)

- i) The EMD should be in the favor of RailTel Corporation of India Limited payable at Delhi through online bank transfer/link in the e-nivida portal. Partner need to share the online payment transfer details like UTR No. date and Bank along with the proposal/bid.
- ii) The EMD should be in the favor of RailTel Corporation of India Limited payable at Delhi through online bank transfer/RTGS / NEFT. Partner needs to share the online payment transfer details like UTR No. date and Bank along with the proposal.
 - NEFT/ RTGS: Account Name: RailTel NR Collection Account Bank Name: Union Bank of India Branch Name: Connaught Place Delhi Account Number: 307801010917906 IFSC Code: UBIN0530786 MICR Code: 110026006 or
 - Demand Draft: In favour of RailTel Corporation of India Limited payable at New Delhi.
- iii) **Offers not accompanied with EMD shall be summarily rejected.**
- iv) The EMD may be forfeited if a bidder withdraws or amends its/his EoI or impairs or derogates from the EoI in any respect within the period of validity of the EoI or in the case of a successful bidder, if the bidder fails to accept the Purchase order/LOA or fails to furnish performance bank guarantee (security deposit).

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

Contact Details for this EOI:

- 1. Sh. Dev Kumar AGM/Marketing
[Email: dev.kumar@railtelindia.com](mailto:dev.kumar@railtelindia.com)
- 2. Sh. Mayur Ahuja (AGM/Tech)
[Email: mayurahuja@railtelindia.com](mailto:mayurahuja@railtelindia.com)
- 3. Sh. Sandeep (AGM/Finance)
[Email: casandeep@railtelindia.com](mailto:casandeep@railtelindia.com)

Note:

- 1. The EOI response is invited from eligible Empaneled Partners of RailTel only.
- 2. All the document must be submitted with proper indexing and page no duly signed and stamped at each page as a token of acceptance of EOI by authorized signatory of the Bidder/Partner.
- 3. This is an exclusive partnership arrangement with empaneled business associate of RailTel for end customer service delivery. Selected partner's authorized signatory has to give an undertaking that they will not submit directly or indirectly their bids and techno- commercial solution/association with any other Organization once selected in this EOI for on boarding arrangement (after submission of bid to customer Organization by RailTel). This undertaking

has to be given with this EOI Response.

4. Transfer and Sub-letting: The Business Associate has no right to give, bargain, sell, assign or sublet or otherwise dispose off the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

Bidder has to agree to comply with all OEM technical & Financial documentation including MAF (if any), Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and corrigendum(s) issued thereof, floated on GEM Portal.

5. Bidder also undertake to submit MAF (if any) of all items as asked in the RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and corrigendum(s) issued thereof against the proposed solution and other documents required in the end Customer Organization's tender in favor of RailTel against the proposed products.
6. The selected bidder will have to accept all Terms & Conditions of CoR RFP's No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and corrigendum(s) issued thereof on back to back basis.
7. Any corrigendum(s) issued by CoR against their tender/RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and corrigendum(s) issued thereof, shall be the part and scope of this EOI document on back to back basis.
8. The eligibility clause/criteria for SI/BA (Prospective BA) will be as mentioned in the EOI, however all other terms & conditions of CoR Tender No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and corrigendum(s) issued thereof will be applicable on SI/BA bidders on back to back basis.
9. Please refer CoR RFP Payment terms as this will remain applicable on back to back basis on successful bidders.
10. Bidder may check the price/commercial bid as per Annexure 4 and match the same with FORMAT FOR SUBMISSION OF THE COMMERCIAL BID i.e. Schedule of Work of RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 of CoR.
11. The selected Bidder/Partner/partner will have to accept all Terms & Conditions of Customer of RailTel (CoR) RFP on back to back basis. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and subsequent corrigendum issued for the RFP thereafter. Scope of work is as per end customer requirements and all the conditions will be applicable on back to back to the Bidder/Partner including SLA/penalty.

12. RailTel may retain the work for procurement where RailTel has its own expertise and in this regards it shall be complied on back to back basis by RailTel.
13. All Corrigendum issued by CoR against RFP No. Tender ID: GEM/2026/B/7180627 Dt. 23 Feb 2026 shall be applicable on back to back basis for successful bidder/partner. All Annexures amended by the CoR through subsequent corrigendum(s) shall be applicable to the prospective participating bidders/partners and they shall submit modified Annexures in CoR format.

1. About RailTel

RailTel Corporation of India Ltd (RailTel) is one of the largest neutral telecom infrastructure providers in the country owning a Pan-India optic fibre network on exclusive Right of Way (ROW) along Railway track. The OFC network presently reaches to over 4500 towns & cities of the country including several rural areas. With its Pan India high-capacity network, RailTel is working towards creating a knowledge society at various fronts. The portfolio of services provided by RailTel includes Data Centre & DR services, Tele-presence as a service, NLD services, IP-1 services, Internet and Broadband services on a pan-India basis.

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

2. Background of EOI

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

In this regard, RailTel intends to participate in the tender floated by COR (hereafter referred to as ‘CoR’ and accordingly seeks to select a suitable partner for pre-bid arrangement.

RailTel intends to participate in RFP floated for Outsourcing Delivery of Public Service as a Project - GNCTD and as per scope of work. RailTel invites bids from RailTel’s Empaneled Partners (BA) for the selection of suitable partner for execution of above-mentioned work for the agreed scope work. The empaneled partner is expected to have excellent execution capability and good understanding of the customer local environment.

Bidder has to agree to comply with all OEM technical & Financial documentation including MAF (if any), Technical certificates/others as per end-to-end requirement mentioned

in the end customer's RFP. Bidder also undertakes to submit MAF (if any) of all items of the proposed solution as asked in CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and subsequent corrigendum issued thereof other documents required in the end Customer Organization tender in favour of RailTel against the proposed products. The selected BA has to provide MAF (if any) from the OEM in the name of RailTel for bidding in the concerned tender of CoR, if their proposed solution is quoted to the customer.

The details of pertinent tender are as below:

Tender Title: RFP for Provision of Outsourcing Delivery of Public Service as a Project - GNCTD and as per scope of work against CoR RFP: No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and subsequent corrigendum issued thereof floated on GEM Portal.

3. Scope of Work

Scope of Work shall be on back to back basis at actuals as per the CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 for Outsourcing Delivery of Public Service as a Project - GNCTD and as per scope of Work floated on GEM Portal and any corrigendum issued thereof with latest amendment/ Corrigendum/ Clarifications. Bidder can participate only as a sole bidder and must be RailTel's empaneled partner and will be responsible for all the conditions mentioned in the end customer RFP for their scope of work.

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.)

Special Note: RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence.

Stage-I: Technical Bid

1. All documents like MAF (if any) of major/all components, Technical Compliance, Technical Solution Proposed and Eligibility criteria documents shall be covered in this stage.

Stage-II: Financial Bid:

- i. The bids should be strictly as per Annexure 4 of EOI for financial quote
- ii. For the opened bid as per outcome of Technical Bid, the bidder will be selected on the lowest quote (L-1) basis for complete 'Scope of Work' as mentioned in the EOI document. The so selected partner will be termed as 'Commercially Suitable Partner (hereafter referred to as 'CSP')'. It is re-mentioned, that the final selection of CSP will be on the L-1 basis only. Further, RailTel reserves the right to have negotiation with the CSP.
- iii. As of now, EoI response from interested Empaneled BA partners is invited considering that the selected partner will be responsible for delivering of complete 'Scope of Work' as mentioned in the CoR's tender document and subsequent corrigenda. However, RailTel at its discern, may take-up a certain portion / percentage of 'Scope of Work' by communicating to the CSP at any point of time during the engagement period.

4. Eligibility Criteria for Interested Bidders

SN	Eligibility Criteria	Documentary Proof
1	The interested Bidder/Partner should be an Empaneled Partner with RailTel on the last date of bid submission of EOI.	Copy of Empanelment letter issued by RailTel.

2	The Bidder/Partner should be: a) A company registered in India under the Companies Act, (India) with their registered office in India should have been operating for the last three years: b) Registered with GST Authorities in India. c) Should have been operating in India till/up to the date of online submission of bid (including name change / impact of mergers or acquisitions).	Following documents shall be furnished by the Bidder/Partner duly signed by its authorized signatory: documents to be submitted: 1. Copy of Certificates of Incorporation 2. Power of Attorney/Board Resolution to Authorize Signatory as per Annexure-08. 3. Copy of PAN and Copy of Registration Certificates with GST Authorities.
3	The minimum cumulative turnover of the firm should be at least Rs. 2.60 Crore during financial years FY 2022-23, 2023-24, 2024-25 and 2025-26 (For FY 2025-26, provisional financial statement if available). Bidder/Partner should be Profit making in during financial years 2022-23, 2023-24, 2024-25 and 2025-26 (For FY 2025-26, provisional financial statement if available)., from the date of online submission of bid.	Following documents shall be furnished by the Bidder/Partner: Chartered Accountant (CA) Certificate with UDIN number clearly specifying the Annual Turnover, Net worth / Audited Financial Statements for financial years 2022-23, 2023-24, 2024-25 and 2025-26 (For FY 2025-26, provisional financial statement if available).
4	The Tenderer must have successfully completed or Substantially Completed following work(s) during financial years FY 2022-23, 2023-24, 2024-25 and 2025-26: a) Work Experience: (i) Three similar works costing not less than the amount equal to Rs. 26.01 Lakh each. or (ii) Two similar works costing not less than the amount equal to Rs. 34.68 Lakh each, or (iii) One similar work costing not less than the amount equal to Rs. 60.69 Lakh. Definition of Similar Work: “OPD / IPD / Emergency Computerised Registration counters services” OR “Computerisation of OPD, casualty, indoor patient registration services” in Delhi	Following documents shall be furnished by the Bidder: a) Copy of Relevant Work Order with Completion Certificate / payment certificate from client. OR In case of substantial completed project, A certificate from Chartered Accountant certifying that 80% payment has been received for the project.

	Government Hospital with Polyclinics (if any) with at least 7 counters. Note: Completed work means, work should be physically completed or substantially completed. Substantial completion shall be based on 80 percent (value wise) or more works completed under the contract. For contracts under which the applicant participated.	
5	Bidder should have minimum 40 full-time employees on its payroll.	Undertaking on letterhead with name of employees should be submit.
6	The bidder/Parent Company/ Holding/ Subsidiary Company must have valid CMMI L3 or higher, ISO 9001:2015, ISO 20000-1:2018, ISO 27001:2022, ISO 14001:2015 certificate.	Bidder has to submitted the stamp & signed copy of the certificates.
7	Total EMD of Rs. 1,17,000/-	EMD of Rs. 1,17,000/- shall be paid online on E Nivida Portal.
8	Bidder/Partner should not have been blacklisted by RAILTEL or any State/UT/Central Govt. department or its agencies, autonomous bodies, PSUs, reputed organizations at the time of bidding.	Self-Certified letter (As per Non- Blacklisting “Annexure – 11”) duly signed by authorized signatory
9	Every document in the technical bid should be duly stamped with signature by the Bidder/Partner failing which will be considered as disqualified.	Bidder/Partner to ensure the same
10	The interested bidder should not be seeking / extending / exploring similar arrangements / engagements with any other organization except RailTel, for the CoR tender.	Undertaking to be submitted as per Appendix-10.
11	The interested Bidder/Partner should submit undertaking that they are in compliance to insertion of Rule 144(xi) in the GFR, 2017 vide office OM no. 6/deliver/2019-PPD dated 23-July-2020 issued by Ministry of Finance, Government of India, including revisions.	Undertaking to be submitted as per Appendix-2

12	The interested Bidder/Partner should submit undertaking that there is not any ongoing or past, arbitration case(s) between 'RailTel or Organizations under Indian Railways' and 'Interested Bidder/Partner' on the last date of submission of EOI.	Undertaking to be submitted as per Appendix-10.
13	In addition to above clauses, bid of interested bidder should be in compliance to terms and conditions and technical requirements of the pertinent CoR tenders.	Undertaking to be submitted as per Appendix-10.
14	Undertaking in the form of Affidavit as mentioned at Appendix-5 shall be submitted by the Bidder/Partner along with Technical bid. Without this the bid will be summarily rejected.	Undertaking Affidavit to be submitted as per Appendix -5
15	The interested Bidder/Partner shall not have a conflict of interest with one or more bidding parties. Participation of interested Bidder/Partner(s) with a conflict-of-interest situation will result in the disqualification of all bids in which it is involved. A Bidder/Partner may be in a conflict of interest with one or more parties if including but not limited to : Have controlling shareholders as his/herfamily members viz. spouse, son, daughter,father, mother or brother etc. in common or ;Have a relationship with each other directly orthrough common third parties that puts themin a position to have access to informationabout or influence on the bid of another interested partner.	Undertaking to be submitted as per Appendix-10.
16	a) The eligible bidder has to mandatorily provide all ATC Document / Annexures (if any) of CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and corrigendum(s)thereof. b) Technical Solution, Technical Compliance as per CoR tenders requirements,	Undertaking to be submitted as per Appendix-10.

a) Documentary proof to be submitted along with the bid. The Bidder/Partner must attach valid documents in support to their Technical and Financial capabilities/strength, as

mentioned above. Without proper supporting documents, the Bid proposals are liable to be rejected.

b) Even though the Bidder/Partners meet the above qualifying criteria, they are subject to disqualification if they have:

- i Made misleading or false representations in the forms, statements and attachment submitted in proof of the qualification requirements; and/or
- ii Record of poor performance such as abandoning the works, not properly completing the contract due to Contractor's failure, litigation history, or financial failures etc.

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

Other Mandatory Conditions for Technical Qualification:

5. Proposal Preparation and Submission Cost

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

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

6 Amendment to EOI Document

6.1. At any time prior to the deadline for submission of bids, RailTel, may, for

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

7 Bid Validity Period

Bid of Interested partners shall remain valid for the period of 30 days.

8 Right to Terminate the Process

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

9 Language of Bid

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

9.2. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Authorised Signatory of the interested partner.

10 Submission of Bid

10.1. The interested bidder should take into account any Corrigendum to this EOI document that may have been published before submitting their EOI response. The

bid is to be submitted in the mode as mentioned in this EOI document. EOI response submitted in any other mode will not be entertained.

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

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

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

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

12 Notification of Award:

12.1 Subject to this Clause, RailTel will award the Contract to the Bidder/Partner whose bid has been determined to be technically responsive by the evaluation committee and who has offered the lowest evaluated bid price.

12.2 In the eventuality of failure on the part of the Successful Bidder/Partner to submit the performance security within the stipulated time, the Bidder/Partner shall be debarred in future from participating in all the Bids from any Government owned agency/corporation/Employer/special purpose vehicle, for three years and will be recommended for blacklisting by the competent Employer.

12.3 The Bidder/Partner, whose Bid has been accepted, shall be notified as successful Bidder/Partner by RailTel prior to expiration of the Bid validity period by e-mail /courier. This letter (hereinafter and in the Conditions of Contract called the "**Letter of Intent (LoI)**") will state the sum that RailTel will pay to the Bidder/Partner in consideration of the execution, completion and remedying defects of the Works by the Selected Bidder/Partner as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").

12.4 Upon the issue of LOI by RailTel to successful Bidder/Partner, the

Performance Security (PBG) will be submitted by the successful bidder/partner within 30 days of LOI date.

- 12.5 A Detailed Project Plan including but not limited to Project Organization, Project Management, Project Risk Management, Key Objectives, Project Delivery Schedule, Acceptance Test Plans, Communication Structure, Helpdesk Management, Monitoring and Reporting, Roles and Responsibilities, Exit Management Plan, Processes and Tool Sets used for quality assurance, security in accordance with the industry best practices, shall be submitted within 15 days from the date of LOI issued by RailTel for further submission to CoR.
- 12.6 The Contract Agreement shall be signed between RailTel and the successful Bidder/Partner in the office of the RailTel within 30 days following the issue of the Letter of Intent, on successful submission of Performance Security as mentioned in the EOI Document. This will incorporate all Terms and conditions as signed between CoR and RailTel.
- 12.7 The notification of award /issue of LOA will constitute the formation of the Contract, subject only to the furnishing of a performance security in accordance with the provisions mentioned in the RFP within 30 days of issue of letter of intent.

13 Payment Terms

- 13.1.** No advance will be given to selected BA if RailTel gets the advance from their end customer. Any advance payment received from customer shall only be released only after equal amount of BG submitted by BA. Payment will be on 'back-to-back' basis and shall be released after proper verification and log reports as per CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and corrigendum(s) issued thereof.
- 13.2.** Payment will be released after receiving the invoice for the work / services and after RailTel has received the payment from CoR for the same work / services. Any deduction / penalties levied by CoR on invoices of RailTel will be carried back-to-back and will be deducted from selected Bidder/Partner's invoices as per actual deduction done by CoR on RailTel's invoices, subject

to deduction / penalty is due to deviation in terms and conditions of service standards by the selected Bidder/Partner.

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

- i PO copy issued to selected vendor.
- ii Payment Proof that the end customer has paid to RailTel for the period claimed by Selected Bidder/Partner/vendor against invoices raised by RailTel for such services.
- iii Submission/Declaration of applicable BG amount against PO issued to selected Bidder/Partner/vendor.
- iv Tax Invoice.
- v Project Insurance Policy.
- vi Photocopy of all documents submitted by RailTel along with their invoice to customer.
- vii Bill Passing Authority shall be JGM/Mktg and Bill Paying Authority shall be JGM/Finance

14 Performance Bank Guarantee (PBG) and Security Deposit

14.1 In case of successful participation by RailTel in the pertinent CoR's tender and subsequent engagements with CSP, The CSP shall at its own expense, deposit with RailTel, within thirty (30) days of the notification of award (done through issuance of the Purchase Order / Work Order etc.) and communicated through email, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized/ Commercial Scheduled Indian Bank as per the format Annexure 05 enclosed in this EOI, payable on demand, for the due performance and fulfilment of the contract by the CSP. This PBG will be for an amount of '5 (%)' of the Total Contract Value in accordance with the Conditions of Contract. All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the CSP. Besides, if the total BG amount comes up to Rs. 05 Lakhs, then same may be deposited through DD/RTGS/NEFT.

Along with submission of PBG, CSP needs to submit PBG issuing bank's SFMS report. The SFMS report is also to be submitted in case of renewal / extension of PBG.

14.2 The PBG should have validity for a period of 90 days beyond the completion of all contractual obligations under the contract. The PBG may be discharged / returned by RailTel upon being satisfied that there has been due performance of the obligations of the CSP under the contract. However, no interest shall be payable on the PBG. In the event, CSP being unable to service the contract for whatsoever reason, RailTel would invoke the PBG at its

discern. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the CSP's failure to complete its obligations under the contract. RailTel shall notify the CSP in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the CSP is in default.

- 14.3 RailTel shall also be entitled to make recoveries from the CSP's bills, PBG or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
- 14.4 If the service period gets extended by virtue of extension of same by CoR, PBG should also be extended accordingly.
- 14.5 During the contract period, RailTel may issue Purchase Order(s) for the additional services ordered by CoR (in case) to RailTel. In such scenario(s) also, Clause No. 14.1. to Clause No. 14.4. are to be followed by the CSP.
- 14.6 In case the CoR has sought PBG of the contract in the terms of Indemnity Bond from RailTel, the selected bidder has to provide the equivalent value PBG from scheduled Bank to RailTel. No Indemnity Bond from Selected Bidder will be accepted in lieu of PBG from Scheduled Bank.
- 14.7 In case CoR has sought any other types of PBG in this contract at present or in future or else Integrity Pact PBG (presently or in future), same remain applicable on selected Bidder. The Said PBG will be issued by Selected Bidder from Scheduled Bank favouring RailTel Corporation of India Limited. No Indemnity Bond in lieu of such PBG will be accepted by RailTel.
- 14.8 Failure of the successful Bidder to comply with the requirement of the above Clause shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD. Penal interest of 15% per annum shall be applicable after 30 days of non-submission of PBG from the date of LOI/LOA/PO.
- 14.9 If, CoR ask for submission for value more than 5%, same also needs to be submitted by the selected BA.

15 Details of Commercial Bid / Financial Bid

- 15.1** Successful bidder/Partner which shall emerge L-1 or lowest bidder shall be called "Commercially Suitable Partner" (CSP).
- 15.2** Interested partner should submit commercial bid strictly as per the format mentioned in the EOI.
- 15.3** The commercial bid should clearly bring out the cost of the services with detailed break-up of taxes.
- 15.4** The rates mentioned in the commercial bid of the CSP will form basis

of commercial transaction between RailTel and Bidder/Partner.

- 15.5** The quantity of 'Line Items' may vary at the time of placing of Purchase Order or during the Contract Period, as communicated by CoR (in case) to RailTel. In such scenarios, the 'Per Unit' cost will be considered to arrive on contractual amount between RailTel and CSP.
- 15.6** It is also possible that CoR may surrender / increase, some or all of the quantities of service items ordered to RailTel during the contract period and accordingly the contractual amount between RailTel and CSP shall be considered, at sole discern of RailTel. Per Unit Rate inclusive of Taxes shall be taken for such reference.
- 15.7** It is also possible that during the contract period, CoR may raise Purchase Order to RailTel for the line items (and respective quantities) which are not mentioned in the pertinent tender of CoR. In such scenario, RailTel at its sole discretion, may extend the scope of the contract with CSP by placing order to CoR, on back-to-back basis.
- 15.8** In addition to the Payment Terms, all other Contractual Terms will also be on 'back-to-back' basis between RailTel and CSP, same are mentioned in the EOI.
- 15.9** MAF (Manufacturer's Authorization Form) (If nay required) in the name of RailTel from the OEMs, whose product is mentioned in commercial bid format, should also be ensured by the partner. The MAF format and required content should be in-line with CoR's tender, if specifically asked by CoR in a particular format.
- 15.10** The Selected Service Provider shall ensure that the OEMs supply equipment or components including associated accessories and software required and shall support the Selected Service Provider in the installation, commissioning, integration, and maintenance of these components during the entire period of contract. The Selected Service Provider shall ensure that the OEMs supply the software applications and shall support in the installation or deployment, integration, roll-out and maintenance of these applications during the entire period of contract. It must clearly be understood by the Selected Service Provider that warranty and AMC of the system, products and services incorporated as part of system would

commence from the day of Go-Live.

16 Duration of the Contract Period

16.1 The contract duration shall be same as of CoR's contract duration with RailTel until otherwise terminated earlier.

16.2 The contract duration can be renewed / extended by RailTel at its discern, in case CoR extends / renews services with RailTel by virtue of extending / renewing / new issuance of one or more Purchase Order(s) placed by CoR to RailTel.

17 Delivery

17.1.1. The Service Provider shall bear the cost for packing, transport, insurance, and delivery of all the goods as applicable for this project at all locations identified by the Purchaser.

17.1.2. The Goods supplied under this Contract shall conform to the standards mentioned in the RFP, and, when no applicable standard is mentioned, to the authoritative standards; such standard shall be approved by Purchaser.

17.1.3. Service Provider shall only procure the hardware and software after approvals from Competent Authority.

18 Project Plan

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

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

19 Deliverables and Timelines

Deliverable and Timelines shall be exactly as per CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

20 Restrictions on 'Transfer of Agreement'

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

21 Suspension, Revocation or Termination of Contract / Agreement

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

21.2 RailTel may, without prejudice to any other remedy available for the breach of any conditions of agreements, by a written notice of Three (03) month or as per CoR tender condition whichever is earlier issued to the CSP, terminate/or suspend the contract / agreement under any of the following circumstances:

- a) The CSP failing to perform any obligation(s) under the contract / agreement.
- b) The CSP failing to rectify, within the time prescribed, any defect as may be pointed out by RailTel.

- c) Non adherence to Service Level Agreements (SLA) which RailTel has committed to CoR for the pertinent tender.
- d) The CSP going into liquidation or ordered to be wound up by competent authority.
- e) If the CSP is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to RailTel in writing. In that case, the written notice can be modified by RailTel as deemed fit under the circumstances. RailTel may either decide to issue a termination notice or to continue the agreement by suitably modifying the conditions, as deemed fit under the circumstances.
- f) It shall be the responsibility of the CSP to maintain the agreed Quality of Service, even during the period when the notice for surrender/termination of contract / agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be

treated as material breach liable for termination at risk and consequent of which CSP's PBG related to contract / agreement along with PBG related to the Empanelment Agreement with RailTel shall be forfeited, without any further notice.

- g) Breach of non-fulfillment of contract / agreement conditions may come to the notice of RailTel through complaints or as a result of the regular monitoring. Wherever considered appropriate RailTel may conduct an inquiry either suo-moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the successful bidder or not. The CSP shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry. In case of default by the CSP in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EO document, the PBG(s) of CSP available with RailTel can be forfeited.

22 Dispute Settlement

- 22.1** In case of any dispute concerning the contract / agreement, both the CSP and RailTel shall try to settle the same amicably through mutual discussion /

negotiations. Any unsettled dispute shall be settled in terms of Indian Act of Arbitration and Conciliation 1996 or any amendment thereof. Place of Arbitration shall be New Delhi.

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

22.3 All arbitration proceedings shall be conducted in English.

23 Governing Laws

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

24 Statutory Compliance

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

24.1 The Bidder shall comply and ensure strict compliance by his/her employees and agents of all applicable Central, State, Municipal and Local laws and Regulations and undertake to indemnify RailTel, from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against RailTel or its Customer under Employees Compensation Act, 1923, The Employees

Provident Fund and Miscellaneous Provisions Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, Shop and Establishment Act and Labour Laws which would be amended/modified or any new act if it comes in force whatsoever, and all actions claim and demand arising there from and/or related thereto.

25 Intellectual Property Rights

25.1 Each party i.e. RailTel and CSP, acknowledges and agree that the other party

retains exclusive ownership and rights in its trade secrets, inventions, copyrights, and other intellectual property and any hardware provided by such party in relation to this contract

/ agreement.

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

26 Severability

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

27 Force Majeure

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

Provided service under this contract shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.

27.1 In the event of a Force Majeure, the affected party will be excused from performance during the existence of the force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible.

If such delaying cause shall continue for more than sixty (60) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this contract. Neither party shall be liable for any breach, claims, and damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination.

28 Indemnity

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

- a) Any mis-statement or any breach of any representation or warranty made by CSP or
- b) The failure by the CSP to fulfill any covenant or condition contained in this contract by any employee or agent of the Bidder. Against all losses or damages arising from claims by third Parties that any Deliverables (or the access, use or other rights thereto), created by CSP pursuant to this contract, or any equipment, software, information, methods of operation or other intellectual property created by CSP pursuant to this contract, or the SLAs (i) infringes a copyright, trade mark, trade design enforceable in India, (ii) infringes a patent issues in India, or (iii) constitutes misappropriation or unlawful disclosure or used of another Party’s trade secrets under the laws of India (collectively, “Infringement Claims”); or
- c) Any compensation / claim or proceeding by any third party against RailTel arising out of any act, deed or omission by the CSP or
- d) Claim filed by a workman or employee engaged by the CSP for carrying 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.

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

29 Limitation of Liability towards RailTel

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

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

30 Confidentiality cum Non-disclosure

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

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

- a) Is already known to the receiving Party at the time of disclosure;
- b) Is or becomes part of the public domain without violation of the terms hereof;
- c) Is shown by conclusive documentary evidence to have been developed independently by the Receiving Party without violation of the terms

hereof:

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

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

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

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

31 Assignment

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

32 Insurance

The CSP agrees to take project insurances to cover all the elements of the project under this EOI including but not limited to Manpower, Hardware, Software etc. as per CoR tender specified terms.

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

insurance should be of Business Associates (BAs)/sub-contractors and RailTel shall be the beneficiary in the said policy.

33 Exit Management

33.1 Exit Management Purpose

- a) This clause sets out the provision, which will apply during Exit Management period. The parties shall ensure that their respective associated entities carry out their respective obligation set out in this Exit Management Clause.
- b) The exit management period starts, in case of expiry of contract, at least 03 months prior to the date when the contract comes to an end or in case of termination contract, on the date when the notice of termination is sent to the CSP. The exit management period ends on the date agreed upon by RailTel or Three (03) months after the beginning of the exit management period, whichever is earlier.

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

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

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

to such employees of the CSP and the CSP shall not enforce or impose any contractual provision that would prevent any such employee from being hired by RailTel or any replacing vendor.

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

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

34 Waiver

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

35 Changes in Contract Agreement

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

36 Deviations

The Bidder may submit their deviations to the contents of the RFP document in the format prescribed in Appendix- 8

37 Liquidated Damages

As per RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026

- 37.1.1. Time is the essence of the Project and the delivery dates are binding on the Service Provider. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Service Provider, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Service Provider as agreed, liquidated damages, as SLA mentioned in COR GEM/2026/B/7180627 Dt. 23 Feb 2026 at actuals. Purchaser reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Purchaser to the Service Provider. Liquidated damages will be calculated on per week basis.

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

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

37.1.2. In the event of failure by the Successful Service Provider to fulfil the delivery conditions, Purchaser at its discretion may initiate any of the actions as given below:

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

38 SERVICE LEVEL AGREEMENTS (SLAs):

SLAs shall be applicable on back to back basis at actuals as per CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and corrigendum(s) issued thereof. SLA shall become the part of Agreement between RailTel and the Successful Bidder/Partner. SLA defines the terms of the Successful Bidder/Partner's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The Successful Bidder/Partner shall comply with Service Levels requirements to ensure adherence to project timelines, quality and availability of services. The Successful Bidder/Partner shall provision for Hardware/ Software/Automated Tools to monitor all the SLAs mentioned in the RFP. Penalties shall not be levied in the following cases:

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

Note:

- i. Theft cases by default would not be considered as "beyond the control of Bidder/Partner". However, certain cases, based on circumstances and certain locations, RailTel/ End User Department may agree to qualify as "beyond the Control of the bidder/partner."
- ii. Power shut down (less than 1 hour) would not be considered as "beyond the control of Bidder/Partner".
- iii. Damages due to road accident/ mishap will be considered as "beyond the

control of Bidder/Partner”.

- iv. Bidder/Partner is also required to note that in case of SLAs not being made applicable for cases considered as “beyond the control of Bidder/Partners”, the Bidder/Partner would still need to replace the component (if it is not functional as per SLA) within the SLA defined for resolution of Critical level/Medium level/Low level issues. In case the Bidder/Partner doesn’t adhere to the Issue Resolution SLA timelines, the original SLA shall be made applicable.

39 Contract/ Quantity Variation Clause:

Within the period of contract, in case the CoR wishes to increase/decrease the scope of work, then same shall be applicable to the CSP or L-1 bidder. The variation in quantities shall be dealt as per the policy of RailTel. The rate for any item beyond the BOQ asked in the CoR RFP and RailTel EOI, shall be discovered basis the Margin Vis-à-vis Customer PO placed to RailTel. In case CoR wishes to extend the contract with RailTel beyond 3 years period, then RailTel shall approach the CSP or L-1 bidder for negotiation of the rates quoted by Successful bidder/Partner. Post negotiation, Contract may be extended after seeking approval of the Competent authority in RailTel.

40 Project Insurance:

The selected bidder needs to mandatorily submit Contractor’s All Risk Insurance Policy (CAR Policy) of CoR’s contract value for the entire contract period. The Insurance cover will be effective from the date of commencement of project and will be valid till the completion of all contractual obligations.

The responsibility of taking the Project insurance will be of selected bidder and RailTel shall be the beneficiary in the said policy.

The insurance policy shall cover the entire material purchased under the project including installation cost i.e. entire scope of CoR’s PO. In case terms and conditions of agreement / PO / Tender of CoR requires any additional insurance such as warranty period the same needs to be taken up by the selected bidder.

EOI COVER LETTER

(On Organization Letter Head)

Bid Ref No. :

Date:

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

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026

Dear Sir/Madam,

1. I, the undersigned, on behalf of M/s , having carefully examined the referred EOI offer
to participate in the same, in full conformity with the said EOI and all the terms and conditions thereof, including corrigendum issued till last date of submission of EOI. It is also undertaken and submitted that we are in abidance of Clause 4 (from Clause 4.1 to Clause 4.17) of EOI.
2. I agree to abide by this Proposal, consisting of this letter, our Pre-qualification, Technical and Commercial Proposals, for a period of 150 days from the date fixed for submission of Proposals as stipulated in the EOI and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
3. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Commercially Suitable Partner (CSP) for the aforesaid Service, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Proposal are true copies of their respective originals.
4. I undertake, if our Bid is accepted, to commence our services as per scope of work as specified in the contract document.

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

Signature of Authorised Signatory

Name

Designation

Local Content Compliance
(NOT APPLICABLE FOR THIS EOI)

Bid Ref No. :

Date:

To,

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

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

Dear Sir/Ma'am,

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

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

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

Signature of Authorised Signatory
Name Designation

CHECKLIST OF DOCUMENTS FOR BID SUBMISSION

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026

S. No.	Document
1	EOI Cover Letter (Annexure-01).
2	Local Content Compliance & Percentage Amount (Annexure-02) (No Applicable).
3	EMD & Tender Fee submission proof as per EOI document.
4	This EOI copy duly Signed and Stamped by the Authorised Signatory of Bidder/Partner.
5	All Annexures and Appendix(s) as applicable as per EOI No.: RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026.
6	Compliance of eligibility criteria related documents as per Clause 4.
7	Technical Solution/Architecture and Any relevant document found suitable by Bidder/Partner as per COR RFP.
8	NDA/NDU, POA and Affidavit is to be submitted along with Bid by Bidder/Partner.
9	All Applicable Annexures and Compliance Documents (Technical Compliance) mentioned in CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and any corrigendum(s) issued thereof.

Note :

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

Commercial Bid
(On Organization Letter Head)

Bid Ref No. :

Date:

To,

Jt. General Manager (Mktg),
RailTel Corporation of India Limited,
Northern Region, 6th Floor, 3rd Block,

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

Note :

1. All prices should be mentioned in INR (Rs.).
2. The commercial bid should be as per Financial Bid Uploaded on E nvida Portal.

 RailTel Corporation of India Limited (A Government of India Enterprise, Ministry of Railways)					
Financial Bid					
Eoi Ref. No.:-			RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026		
Name of the work:			"Outsourcing Delivery of Public Service as a Project- GNCTD" for Customer of RailTel (CoR)"		
Name of the Bidder:-					
Sr.No	Description	Estimated Cost (in Rs) Incl GST	Above or Below or at Par	% In Figures	Total Cost
1	2	3	4	5	6
1	RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 20 June 2026	1,73,40,127.20			0.00
Total Amount					0.00
Total Amount in Word					

3. The L-1 (CSP) will be decided based on lowest grand total price (Inclusive of All Taxes, Levies etc.).
4. In case of any calculation error, Grand Total Price (Inclusive of All Taxes, Levies etc.) mentioned in words will be considered for further reference purposes.
5. Un priced Bid should be submitted by Bidder on letterhead along with

Technical Bid.

6. Quoted prices shall be inclusive of cost of Warranty, Licenses, Installation and Commissioning cost along with all required IT and Non-IT accessories, Spares to meet SLAs, Support including but not limited to spares, patches, upgrades for the quoted products shall be available for complete project duration as per the requirement of CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.
7. All Other Terms and Conditions as per CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026 and all Corrigendum(s) issued thereof should be followed by the bidder should be followed while submitting their bid in this commercial bid.

PROFORMA FOR PERFORMANCE BANK GUARANTEE

(On Stamp Paper of ₹ One Hundred)

Bid Ref No. :

Date:

To,

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

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

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

– 110023 (herein after called “RailTel”) having agreed to exempt (CIN :) having its registered office at (hereinafter called “the said Contractor”) from the demand, under the terms and conditions of Purchase Order No. dated made

between RailTel andfor (hereinafter called “the said Agreement”) of security deposit for

the due fulfilment by the said Contractor of the terms and condition contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs. Only). We (indicate the name and address and other particulars of the Bank) (hereinafter referred to as ‘the Bank’) at the request of contractor do hereby undertake to pay RailTel an amount not exceeding Rs. (Rs Only) against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor of any of the terms or conditions contained in the said Agreement.

2. We, the Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage by the said Contractor of any of terms or conditions contained in the said Agreement by reason of the Contractor's failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However our liability under this guarantee shall be restricted to an amount not exceeding Rs.....(Rs.....Only).

3. We, the Bank undertake to pay the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor shall have no claim against us for making such payment.

4. We, the Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before (120 Days from Date of Completion). We shall be discharged from all liability under this Guarantee thereafter.

5. We, the Bank further agree with the RailTel that the RailTel shall have fullest liberty

without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of or to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said Contractor and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor or by any such

matter or thing whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.

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

Dated theDay of 2026 for.....(Name of Bank)

In the presence of Witnesses:

Signature With Date

Signature With Date

Name

Name

Encl : SFMS PBG Report

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

NON-DISCLOSURE UNDERTAKING

To,
Jt. General Manager (Mktg),
RailTel Corporation of India Ltd,
6th Floor, Block-III,
DMRC IT Park, Shastri Park, Delhi-110053.

Ref :1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

1. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

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

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

1. We are the Bidder/Partners/Prospective Bidder/Partners for the EOI floated by RailTel for “Outsourcing Delivery of Public Service as a Project - GNCTD and as per scope of work **GEM/2026/B/7180627 Dt. 23 Feb 2026**”.
2. We are well aware that the said tender relates to for procurement of services and equipment for defense/high security installations. Hence, being a prospective Bidder/Partner, we agree and acknowledge that it becomes imperative on our part to maintain utmost confidentiality in relation to said tender.
3. We undertake that any information relating to said tender (hereinafter referred to as the Confidential Information) which is or will be disclosed/ divulged by RailTel as a Disclosing Party to us, will be received and treated by us as strictly confidential and we shall not, without the prior written consent of the RailTel or as expressly permitted herein, disclose or make available to any other person such information.
4. We agree and undertake that we shall use any such information relating to said tender only for the purpose of bidding in the tender and will not use for any other purpose whatsoever.
5. We further undertake that we will disclose such Confidential Information to our

employees or Representatives only on a strict "need to know" basis, for the sole purpose of preparation and submission of our Bid subject to such employee or representative being bound by the confidentiality obligation hereunder. We shall be responsible for any breach of the terms of this Undertaking by us or by any of our employees or Representatives.

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

For and on behalf of Authorised Signatory

Non-Disclosure Agreement (NDA) Format (In Rs. 100 Stamp paper)

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 & Northern Region office at 6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi - 110053, (hereinafter referred to as 'RailTel'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

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

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

WHEREAS, RailTel and _____, each possesses confidential and proprietary information related to its business activities, including, but not limited to, that information designated as confidential or proprietary under Section 2 of this Agreement, as well as technical and non-technical information, patents, copyrights, trade secrets, know-how, financial data, design details and specifications, engineering, business and marketing strategies and plans, forecasts or plans, pricing strategies, formulas,

procurement requirements, vendor and customer lists, inventions, techniques, sketches, drawings, models, processes, apparatus, equipment, algorithms, software programs, software source documents, product designs and the like, and third party confidential information (collectively, the “Information”);

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

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

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

1. Permitted Use.

(a) Receiving Party shall:

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

(b) The restrictions on Receiving Party’s use and disclosure of Information as set

forth above shall not apply to any Information that Receiving Party can demonstrate:

- (i) is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party;
- (ii) at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party;
- (iii) is approved for release by written authorization of Disclosing Party; or
- (iv) is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the

purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.

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

2. Designation.

- (a) Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:
 - (i) written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or
 - (ii) oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.

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

4. Ownership of Information. All Information remains the property of Disclosing

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

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

6. Return or Destruction of Information.

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

- (i) termination of this Agreement;
- (ii) expiration of this Agreement; or
- (iii) Receiving Party's determination that it no longer has a need for such Information.

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

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

8. Notice.

- (a) Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:
- (i) by personal delivery, when delivered personally;
 - (ii) by overnight courier, upon written verification of receipt; or
 - (iii) by certified or registered mail with return receipt requested, upon verification of receipt.

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.

14. The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or

modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the part.

15. CONFIDENTIALITY OF NEGOTIATIONS

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

16. REPRESENTATION

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

17. ASSIGNMENT

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

18. EMPLOYEES AND OTHERS

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

stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

19. NO LICENSE

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

20. RELATIONSHIP BETWEEN PARTIES:

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

21. UNPUBLISHED PRICE SENSITIVE INFORMATION (UPSI)

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

22. MISCELLANEOUS.

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

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

RailTel Corporation of India Limited:

By	By
—	—
Name:	Name:
Title:	Title:

Witnesses:

Annexure-08

**“FORMAT FOR POWER OF ATTORNEY TO AUTHORIZE SIGNATORY”
Power of Attorney**

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

Know all men by these presents, We, _____ (name of the firm and address of theregistered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms. (name),
_____ son/daughter/wife of _____ and presently
_____ residing _____ at _____, who is presently employed with us and holding the position of _____,

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

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

IN WITNESS WHEREOF WE, _____, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 2026 _____

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

Witness1: Witness2:

Accepted Notarized

(Signature Name, Designation and Address of Attorney)

Annexure - 09

DECLARATION REGARDING NON-BLACKLISTING

(On Organization Letter Head)

Bid Ref No. :

Date:

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

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

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

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

List of Technical Personnel

(To be on company letter head)

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

Date :

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

SUB: List of Employees on Payroll of Company

Dear Sir,

Having examined the Invitation for EoI document bearing the reference numberreleased by your esteemed organization, we, undersigned, hereby declare that we have minimum 75 personnel/employees on payroll of our company.

Authorized Signatory(Signature)

Name- Designation-

Company Seal

Appendix 2

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

(To be on company letterhead)

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

Date :

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

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

Dear Sir,

Having examined the Invitation for EoI document bearing the reference number

Released by your esteemed organization, we , undersigned, hereby declare:“ I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India I certify that this bidder is notfrom such a country, or if from such a country, has been registered with the CompetentAuthority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered”. [Where applicable, evidence of valid registration by the Competent Authority shall be attached]

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

“I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country,has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the CompetentAuthority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered”. [where applicable, evidence of valid registration by the Competent Authority shall be attached] (strike-off whichever is not applicable)

Financial Declaration
(To be on company letterhead)

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

Date :

To,

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

SUB: Declaration of Turnover and Net worth

Dear Sir,

Having examined the Invitation for EoI document bearing the reference number

_____ released by your esteemed organization, this is to certify that the Annual financial turnover and Net Worth as per books and records of M/s -

----- (Name and address of the Bidder) is as follows:

Sr. No.	Year	Annual Turnover (₹ in Crores.)	Profit (₹ in Crores.)
1	2022-23		
2	2023-24		
3	2024-25		
4	2025-26		

- i. **Copy of Turnover Certificate issued by the Chartered Accountant containing UDIN no. issued by ICAI and Audited Balance Sheets must be submitted as proof of the financial turnover.**

Appendix4: Declaration for Dispute/Arbitration

(To be on company letterhead)

Date :

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

SUB: Declaration of No Dispute/ Arbitration

- 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026**
- 2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.**

Dear Sir,

Having examined the Invitation for EoI document bearing the reference number _____ released by your esteemed organization, undersigned i.e. Authorized Signatory on behalf of _____ (company name) hereby declare that till date no dispute / arbitration / court case / legal proceeding are going on upon/with/against RailTel Corporation of India Limited and CoR.

Authorized Signatory(Signature)

Name—

Designation- Company Seal

Appendix 5

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

**(To be executed in presence of Public notary on non-judicial stamp
paper of the value of Rs.100/-. The stamp 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 _____ (hereafter called the BA) for the purpose of
the EOI documents for the work of _____ as per the EOI No.
RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026 of
(RailTel Corporation of India Limited), do hereby solemnly affirm and state on the behalf
of the BA including its constituents as under:

1. I/we the BA (s), am/are signing the 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 alteration to the content of the EOI Document. In case of discrepancy noticed at any stage i.e. evaluation of EOIs, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/We also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and the same shall be binding upon me/us.
6. I/We declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during the process for evaluation of EOIs, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on

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

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

DEPONENT SEAL AND SIGNATURE OF THE BA VERIFICATION

I/we above named BA 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:

APPENDIX - 6

BID SUBMISSION FORM (IN BIDDING ENTITY'S LETTER HEAD)

Ref No.

Date:

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

Subject: Bid for(insert name of work)

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

We, the undersigned, declare that:

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

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

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

b) Our Bid shall be valid for a period of 120 days from the date of online submission of bid in accordance with the Bidding Document, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

c) If our Bid is accepted, we commit to submit a Performance Bank Guarantee for an amount of 5 % (Five percent) of the Contract Price valid for the due performance of the Contract.

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

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

f) Our firm/ company/ partner/ director and our sub-contractor has not been blacklisted/ debarred by State Government/ Central Government / PSU/ ULBs/ Government authority in India; g) We understand that this Bid, together with your written acceptance thereof

included in your notification of award, shall constitute a binding contract between us, until a formal Contract is prepared and executed;

- g) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive;
- h) We have not paid, or will pay any commissions or gratuities with respect to the bidding process and for execution of the Contract, if awarded;
- i) We declare that we have complied with and shall continue to comply with the provisions of the Code of Integrity including Conflict of Interest as specified for Bidders in this Bidding Document during this procurement process and execution of the Works as per the Contract;
- j) Unless and until a formal agreement is prepared and executed this Bid together with your written acceptance thereof, shall constitute a binding contract between us.

(Signature of authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address: Contact Number: E-Mail Id:

Appendix 7: FORMAT OF BID SECURITY (BANK GUARANTEE)

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

(By any scheduled commercial bank/ Nationalized Bank)

WHEREAS, _____ [name of Bidder] (hereinafter called "the Bidder") has submitted his

Bid dated _____ [date] Selection of Implementation Partner from RailTel Empaneled Business Associate for exclusive PRE-BID TEAMING ARRANGEMENT for the work of _____ [name of Contract] (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We _____ [name of bank] of _____ [name of country] having our registered office at _____

_____ (hereinafter called "the Bank") are bound unto RailTel Corporation of India Limited., 6th Floor, IIIrd Block, Delhi Technology Park, ShastriPark, Delhi-110053 [name of Employer] (hereinafter called "the Employer") in the sum of Rs.

_____ (Rupees _____ only) for which payment well and truly to be made to the said Employer the Bank binds itself, his successors and assigns by these presents.

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

. THE CONDITIONS of this obligation are:

(1) If after Bid opening the Bidder withdraws his bid during the period of Bid validity specified in the Form of Bid;

or

(2) If the Bidder having been notified of the acceptance of his bid by the Employer during the period of Bid validity:

(a) fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required; or

(b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders; or

(c) does not accept the correction of the Bid Price;

we undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date_____

*days after the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this guarantee should reach the Bank not later than the above date.

DATE_____SIGNATURE OF THE BANK _____

WITNESS_____SEAL _____

[Signature, name, and address]

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

No Deviations Certificate

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

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

Sir,

We are providing the deviations from the requirements of EOI document No. **RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026 & CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.**

These deviations, assumptions and variations are exhaustive. Except these deviations, assumptions and variations, all other Terms and Conditions of the EOI are acceptable to us.

SR. NO	COMPONENT / CLAUSE NAME	SPECIFICATION MENTIONED IN TENDER DOCUMENT	DEVIATION

Yours sincerely,

(Signature of the Authorized Representative)

Name

Designation

Seal

Place:

Business Address:

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

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

Name of Company:	
Company Incorporation Details as per Company's Act 2013:	
Address of the corporate headquarters and its branch office(s), if any, in India:	
Date of incorporation and/or commencement of business:	
Brief description of the company including details of its main lines of business and proposed role and responsibility in this project.	
GST number	
PAN details	
Details of individual (s) who will serve as the point of contact/communication for the Company:	
Name:	
Designation	
Company:	
Address:	
Telephone Number:	
E-Mail Address:	
Fax Number:	
Particulars of the Authorized Signatory of the Bidder:	
Name:	
Designation:	
Address:	
Phone Number:	
Fax Number:	

(Signature of authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:Contact Number: E-Mail Id:

UNDERTAKING

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

Subject: Undertaking for clause: 07, 08, 10, 11, 13, 14, 15.

Ref : 1. RCIL/NR_RO/EOI/MKTG/Public Service/SRHC/2026-27 Dated 22nd June 2026

2. CoR RFP No. GEM/2026/B/7180627 Dt. 23 Feb 2026.

It is hereby Confirmed that

1. I/We _____ have signed Every document in the technical bid duly stamped with signature.
2. I/We, the bidder ,are not seeking / extending / exploring similar arrangements / engagements with any other organization except RailTel, for these CoR tenders.
3. That there is not any ongoing or past, arbitration case(s) between ‘RailTel or Organizations under Indian Railways’ and ‘Interested Bidder/Partner’ on the last date of submission of EOI.
4. The submitted bid is in compliance to terms and conditions and technical requirements of the pertinent CoR RFP No. Tender No: **GEM/2026/B/7180627 Dt. 23 Feb 2026** and corrigendum(s) thereof.
5. I/We, the bidder, do not have a conflict of interest with one or more bidding parties. Participation of interested Bidder/Partner(s) with a conflict-of-interest situation will result in the disqualification of all bids in which it is involved. A Bidder/Partner may be in a conflict of interest with one or more parties if including but not limited to : Have controlling shareholders as his/her family members viz. spouse, son, daughter, father, mother or brother etc. in common or ; Have a relationship with each other directly or through common third parties that puts them in a position to have access to information about or influence on the bid of another interested partner.
6. a) All the Relevant Annexures of CoR RFP No. Tender No: **GEM/2026/B/7180627 Dt. 23 Feb 2026** are provided.

b) Technical Solutions, technical Compliance that shall be quoted in this EOI are Submitted along with EOI response in the name of RailTel Corporation

c) We undertake that above documents and all other documents required by RailTel for successful participation have been provided by the bidder while participation in this EOI.

7. SI / BA has submitted the relevant EOI proposal Along with tentative make/model that are complying technical specifications of end customer RFP.

(Signature of authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

Contact Number:

E-Mail Id:

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