



**रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड**  
(भारत सरकार का उपक्रम, रेल मंत्रालय)

सूचीबद्ध व्यावसायिक सहयोगियों या **OEM** या **OEM** द्वारा अधिकृत भागीदार/वितरक में से कार्यान्वयन भागीदार के चयन के लिए रुचि की अभिव्यक्ति

के लिए

“छत्तीसगढ़ उच्च न्यायालय- बिलासपुर, के अंतर्गत एम.ए.सी.टी. मामलों के लिए प्रत्यक्ष भुगतान प्रणाली (एम.ए.सी.-डी.पी.एस) सॉफ्टवेयर के विकास प्रस्ताव के लिए सर्वेक्षण डिजाइन, आपूर्ति, स्थापना और कमीशनिंग के लिए बिजनेस एसोसिएट का चयन”

ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/सीजी-एचसी/2025-26/28      दिनांक: 29 जनवरी 2026

प्लॉट नंबर 17, पहली मंजिल, रघुनाथ नगर, शाहपुरा पुलिस स्टेशन के पास, भोपाल एमपी-462039

## ईओआई नोटिस

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, प्लॉट नंबर 17, प्रथम तल, रघुनाथ नगर, शाहपुरा  
पुलिस स्टेशन के पास, भोपाल एमपी – 462039

ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/सीजी-एचसी/2025-26/28 दिनांक: 29 जनवरी 2026

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, (जिसे आगे “रेलटेल” कहा जाएगा) रेलटेल के सूचीबद्ध भागीदारों या ओईएम या ओईएम के अधिकृत भागीदार/वितरक से “छत्तीसगढ़ उच्च न्यायालय- बिलासपुर, के अंतर्गत एम.ए.सी.टी. मामलों के लिए प्रत्यक्ष भुगतान प्रणाली (एम.ए.सी-डी.पी.एस) सॉफ्टवेयर के विकास प्रस्ताव के लिए सर्वेक्षण डिजाइन, आपूर्ति, स्थापना और कमीशनिंग के लिए बिजनेस एसोसिएट का चयन” में भागीदारी के लिए चयन हेतु ईओआई आमंत्रित करता है।

विवरण निम्नानुसार है:

|   |                                                                                      |                             |
|---|--------------------------------------------------------------------------------------|-----------------------------|
| 1 | बोलीदाताओं द्वारा ईओआई के विरुद्ध बोली प्रतिक्रिया पैकेट प्रस्तुत करने की अंतिम तिथि | 02 फ़रवरी 2026 को 16:00 बजे |
| 2 | ईओआई के बोली प्रतिक्रिया पैकेट का उद्घाटन                                            | 02 फ़रवरी 2026 को 16:30 बजे |
| 3 | कार्य के दायरे के लिए प्रस्तुत की जाने वाली प्रतियों की संख्या                       | एक                          |
| 4 | ईएमडी राशि                                                                           | Rs. 100000/- (रुपये एक लाख) |

ईएमडी रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड के पक्ष में होनी चाहिए और मुंबई में ऑनलाइन बैंक ट्रांसफर के माध्यम से देय होगी। पार्टनर को प्रस्ताव के साथ ऑनलाइन भुगतान हस्तांतरण विवरण जैसे यूटीआर नंबर, तारीख और बैंक को साझा करना होगा। रेलटेल बैंक विवरण: यूनियन बैंक ऑफ इंडिया, खाता संख्या 317801010036605, IFSC कोड - UBIN0531782, शाखा का नाम - महालक्ष्मी शाखा

योग्य व्यावसायिक सहयोगी/ओईएम/ओईएम के अधिकृत साझेदार या वितरक को ईओआई दस्तावेज के लिए इस आमंत्रण से संबंधित सभी संचार निम्नलिखित नामित संपर्क व्यक्तियों के माध्यम से निर्देशित करना आवश्यक है:

स्तर:1 संपर्क: श्री आनंद कुमार

पद: संयुक्त महाप्रबंधक/विपणन

ईमेल: [anandnkn@railtelindia.com](mailto:anandnkn@railtelindia.com)

संपर्क: +91-9004444107

स्तर:2 संपर्क: श्री पवन कुमार भार्गव

पद: ईडी/टीएम/भोपाल

ईमेल: [pavan@railtelindia.com](mailto:pavan@railtelindia.com)

Note:

1. Empaneled partners/OEMs/authorized partner or distributor of OEMs are required to submit soft copy (password protected PDF) of bid response packet (separate for Technical bid and Financial Bid) through an e-mail at [bpltooffice@railtelindia.com](mailto:bpltooffice@railtelindia.com) duly signed by Authorized Signatories with Company seal and stamp. **The size of both the files should not exceed 20 Mb.**
2. **The OEMs need not be prior empaneled Business Associates, given their proven technical prowess. However, The EOI response is invited from eligible Empaneled Partners of RailTel only in case of participation by Business Associates.**
3. The password will be sought at the time of opening of the bid response packet.
4. All the documents must be submitted with proper indexing and page no.
5. This is an **exclusive arrangement with empaneled business associate/OEMs/ authorized partner or distributor of OEM of RailTel for fulfilling the end customer requirements.** Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected through this EOI (before and after submission of bid to prospective organization by RailTel). This undertaking has to be given with this EOI Response.
6. **Transfer and Sub-letting.** The Business Associate/OEMs/authorized partner or distributor of OEM has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

## 1. Introduction about RailTel

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

RailTel has approximately 70000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High- Definition Video Conference facility bundled with required BW is provided as a Service.

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

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

Licenses & Service portfolio:

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



**a) Carrier Services**

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

**b) Enterprise Services**

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

**c) DATA CENTER Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS):** RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications / Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

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

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

**e) Retail Services – Rail-Wire**

Rail-Wire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering &

maintaining broadband services and up-to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,00,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization’s officers colonies and residences.

## **2. Scope of Work**

The scope of work is to “**Survey Design, Supply, Installation and Commissioning of Direct Payment System (MAC-DPS) Software for MACT cases.**”

In case of any discrepancy or ambiguity in any clause/specification pertaining to the scope of work area, the decision of the 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 so that overall proposal becomes most winnable proposal. Scope of Work and payment terms shall be on a back-to-back basis as per the end customer RFP.**

The proposed Direct Payment System (MAC-DPS) Dashboard, will be designed for facilitating transparent, Aadhaar-authenticated, and secure disbursement of compensation amounts to claimants and legal heirs in motor accident cases. The features for the MAC-DPS Dashboard:

1. Fetch all relevant claimant data from court software and maintain in separate database (including Aadhaar, bank accounts, contact details) in encrypted format.
2. Provisions for legal heirs with Aadhaar-linked accounts in death Cases.
3. Declaration module capturing all potential legal heirs (spouse, parents, siblings, children, etc.).
4. Dynamic updates allowed upon claimant demise during pendency, subject to verification.
5. Secure Aadhaar-bank linkage.
6. Aadhaar validation in compliance with UIDAI guidelines.
7. Real-time dashboard entry upon deposit of compensation by insurer in court-designated account from court website.
8. SMS/email alerts to claimants upon deposit.
9. Capture of third-party insurance status, and driver/owner details with identity proofs.
10. Direct benefit transfer (DBT) to claimants directed by court.
11. Maintenance of audit trails and access logs to ensure accountability.
12. Provisions for uploading disability certificates, with system checks for re-verification through courts
13. Automated legal heir addition system post demise, verified via court orders and Aadhaar authentication.
14. Dashboard display of case status, amount awarded/disbursed, and UTR details.
15. OTP-based secure login for all users (employees, claimants, and insurance officials).
16. Data non-alterability for critical fields (age, disability, income) unless authenticated by valid documentation.
17. For claimants/Legal Heirs: Claim tracking, document upload, disbursement status, Aadhaar- bank update.
18. For Insurance Companies: Pending claims view, deposit proof upload, auto-flagging of delays.
19. Case allocation, document verification, fund flow monitoring, report generation for courts.
20. Access management, security logs, compliance audit, system monitoring.

### 3. Response to EOI guidelines

#### 3.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in password protected PDF file through an email (size of email should not exceed 20Mb) to [bpltooffice@railtelindia.com](mailto:bpltooffice@railtelindia.com).

#### 3.2 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate/OEM/authorized partner or distributor of OEM or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

#### 3.3 EOI response Document

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

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

#### 3.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for 180 days from the date of submission.

#### 3.5 Bidding Process

The bidding process as defined in para 9.

#### 3.6 Bid Earnest Money (EMD)

- 3.6.1 The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favor of "RailTel Corporation of India Limited" along with the offer.
- 3.6.2 Offers not accompanied with valid EOI Earnest Money Deposit shall be summarily rejected.
- 3.6.3 In case of Business Associate's offer is selected, the selected Business Associate shall have to submit a Bank Guarantee 5% of Gross PO value released to selected Partner.

3.6.4 Tender Fees, EMD and PBG (if PBG amount is less the 5 Lac, wherever applicable) will be deposited in the form of Online Bank Transfer. If PBG amount is more than 5 lac will be accepted online/Offline.

3.6.5 EMD will be refunded after submission of Performance Bank Guarantee.

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

### 3.7 Last date & time for Submission of EOI response

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

### 3.8 Modification and/or Withdrawal of EOI response

EOI response once submitted will treated, as final and no modification will be permitted except with the consent of the RailTel. No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

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

### 3.9 Clarification of EOI Response

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

### 3.10 Period of Association/Validity of Agreement

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



#### 4. Pre-Qualification Criteria for Bidding Business Partner of RailTel

| S No. | Particulars                                                                                                                                                                                | Criteria for Tender Package                                                                                                                                                                                                                               |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A)    | <b>Financial Conditions</b>                                                                                                                                                                |                                                                                                                                                                                                                                                           |
| 1     | BA's LOA should not be expired on date of submission of proposal and should have at least 3 years of operations in India as on bid submission date.                                        | 1. Valid Empanelment letter issued by RailTel<br>2. Certificate of Incorporation<br>3. GST Registration<br>4. PAN Card                                                                                                                                    |
| 2     | Average Annual Financial turnover of the bidder during last 3 financial years, ending 31st March 2024 of previous 3 financial year i.e. 2021-22, 2022-23, 2023-24 should be Rs. 4.8 Crore. | Turnover Certificate issued by the Chartered Accountant. Certificate should contain UDIN no. issued by ICAI and extracts from the audited balance sheet and profit & loss for last three financial year. Positive Net Worth Certificate issued by the CA. |
| 3     | The Bidder should have Experience in Supply, Installation, commissioning, Maintenance of MACT or Software development for any High court. (PO value – 2 Crore.)                            | PO copy and respective service completion certificate.                                                                                                                                                                                                    |
| 4     | The participating bidder should be a currently active empanelled business associate of RailTel or OEM(s) or its authorized partner/distributor.                                            | Documentary proof of empanelment along with proof of empanelment Fee to be submitted.<br>and<br>Documentary proof of OEM (Self undertaking and Manufacturer's Authorization Certificate)                                                                  |
| 5     | Bidder should not have been blacklisted by any State or Central Government as on the bid submission date.                                                                                  | Undertaking on company's letter head                                                                                                                                                                                                                      |

| S No. | Particulars                                 | Criteria for Tender Package                                                                                                                                                                                                                    |
|-------|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                             | (Mandatory Compliance & Document Submission)                                                                                                                                                                                                   |
| B)    | <b>Annexures</b>                            |                                                                                                                                                                                                                                                |
|       |                                             |                                                                                                                                                                                                                                                |
| 1     | <b>Annexure 1</b>                           | <b>Covering Letter:</b> Self-certification duly signed by authorized signatory on company letter head.                                                                                                                                         |
| 2     | <b>Annexure 2</b>                           | The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer PO for which EOI is submitted.                                                                                                    |
|       |                                             | Self-certification duly signed by authorized signatory on company letter head.                                                                                                                                                                 |
| 3     | <b>Annexure 3</b>                           | An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted / debarred by any Governmental / Non-Governmental Organization in India as on bid submission date. |
| 4     | <b>Annexure-4</b>                           | Format for Affidavit to be uploaded by BA along with the tender documents.                                                                                                                                                                     |
| 5     | <b>Annexure-5</b>                           | Non-disclosure agreement with RailTel. (On 100 Rs. Stamp dually Notarized)                                                                                                                                                                     |
| 6     | <b>Annexure-6</b>                           | Price Bid Format to be submitted in separate password protected pdf.                                                                                                                                                                           |
| 7     | <b>Annexure-7</b>                           | Power of Attorney <b>or</b> Board Resolution in favor of one of its employees who will sign the Bid Documents.                                                                                                                                 |
| 8     | <b>Additional Documents to be Submitted</b> | Technical & Commercial Proposal with overview of the project with strength of the Partner.                                                                                                                                                     |

## 5. Bidder's Profile

The bidder shall provide the information in the below table:

| S. No. | ITEM                                                                                                                                                                                  | Details |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1.     | Full name of bidder's firm                                                                                                                                                            |         |
| 2.     | Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office                                            |         |
| 3.     | Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email Address                                |         |
| 4.     | Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this EOI                                                                  |         |
| 5.     | Name, designation and full address of the person dealing with the EOI to whom all reference shall be made regarding the EOI enquiry. His/her telephone, mobile, Fax and email address |         |
| 6.     | Bank Details (Bank Branch Name, IFSC Code, Account number)                                                                                                                            |         |
| 7.     | GST Registration number                                                                                                                                                               |         |

## 6. Evaluation Criteria

- 6.1 The Business Associates are first evaluated on the basis of the Pre-Qualification Criteria as per clause 5 above.
- 6.2 The Business Associate who meets all the Pre-qualification criteria, their price bid will be evaluated. The Lowest (L1) price bidder will be selected and entered into agreement with for delivery of the work on back-to-back basis for the agreed scope of work.
- 6.3 RailTel reserves the right to further re-negotiate the prices with eligible L1 bidder. Selected bidder must ensure the best commercial offer to RailTel.
- 6.4 RailTel also reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI. RailTel also reserves the right to negotiate the price with the selected bidder.

- 6.5 All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

## 7. Payment terms

- 7.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.
- 7.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end Customer organization.

## 8. SLA

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

## 9. Other Terms and Conditions

Any other terms and conditions in relation to SLA, Payments, PBG etc. will be as per the PO/agreement/Work Order of the end customer.

**Annexure 1: Format for COVERING LETTER**  
(To be on company letter head)

EoI Reference No:

Date :

To,  
ED,  
RailTel Corporation of India Ltd.  
Plot No. 17, First Floor,  
Raghunath Nagar,  
Near Shahpura Thana,  
Bhopal, M.P. - 462039

Dear Sir,  
SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the ref. no. \_\_\_\_\_ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

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

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

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

Authorized Signatory

Name

Designation

**Annexure 2: Format for Self-Certificate & Undertaking**  
(To be on company letter head)

EoI Reference No:

Date:

To,  
ED,  
RailTel Corporation of India Ltd.  
Plot No. 17, First Floor,  
Raghunath Nagar,  
Near Shahpura Thana,  
Bhopal, M.P. - 462039

Dear Sir,

**Sub: Self Certificate for Tender, Technical & other compliances**

- 1) Having examined the Technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.
- 2) We agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected BA after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected BA fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected BA.
- 3) We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
- 4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
- 5) We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as

required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.

- 6) We understand and agree that RailTel is intending to select a BA who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.
- 7) We hereby agree to submit that in case of being selected by RailTel as BA for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.
- 8) We hereby undertake to sign Pre-Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.

Authorized Signatory Name & Designation

### **Annexure 3: Undertaking for not Being Blacklisted/Debarred**

<On Company Letter Head>

To,  
ED,  
RailTel Corporation of India Ltd.  
Plot No. 17, First Floor,  
Raghunath Nagar,  
Near Shahpura Thana,  
Bhopal, M.P. - 462039

Subject: Undertaking for not Being Blacklisted/Debarred

We, Company Name, having its registered office at address  
hereby declares that that the Company has not been blacklisted/debarred by any Governmental / Non-Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:



#### **Annexure 4: Format of Affidavit**

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

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

I..... (Name and designation) \*\* appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s \_\_\_\_\_ (hereinafter called the BA) for the purpose of the EOI documents for the work of \_\_\_\_\_ as per the EOI No. \_\_\_\_\_ of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

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

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

DEPONENT SEAL AND SIGNATURE  
OF THE BA

#### VERIFICATION

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

DEPONENT SEAL AND SIGNATURE  
OF THE BA

Place:

Dated:

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

## Annexure-5: Non-Disclosure Agreement (NDA) Format

### **NON-DISCLOSURE AGREEMENT**

This Non-Disclosure Agreement (this “**Agreement**”) is made and entered into on this \_\_\_\_ day of \_\_\_, 2024 (the “**Effective Date**”) at \_\_\_\_\_. By and between

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

And

\_\_\_\_\_) (CIN: \_\_\_\_\_), a company duly incorporated under the provisions of Companies Act, \_\_\_\_\_ having its registered office at \_\_\_\_\_, (hereinafter referred to as '**\_\_\_\_\_**'),

which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

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

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

#### **Permitted Use.**

Receiving Party shall:

hold all Information received from Disclosing Party in confidence; use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and 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.

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

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

**Designation.**

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

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

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

**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.

**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.

**Return or Destruction of Information.**

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:

termination of this Agreement; expiration of this Agreement; or  
Receiving Party's determination that it no longer has a need for such Information.

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.

**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

**Notice.**

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

by personal delivery, when delivered personally; by overnight courier, upon written verification of receipt; or 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:

### **Term, Termination and Survivability.**

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.

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.

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

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 not apply to any materials or information disclosed to it thereafter.

**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.

**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

**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.

### **Settlement of Disputes:**

The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.

In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.

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

### **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.

## **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.

## **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. 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.

## **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.

## **RELATIONSHIP BETWEEN PARTIES:**

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

## **20: UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)**

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

**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-6

“छत्तीसगढ़ उच्च न्यायालय- बिलासपुर, के अंतर्गत एम.ए.सी.टी. मामलों के लिए प्रत्यक्ष भुगतान प्रणाली (एम.ए.सी-डी.पी.एस) सॉफ्टवेयर के विकास प्रस्ताव के लिए सर्वेक्षण डिजाइन, आपूर्ति, स्थापना और कमीशनिंग के लिए बिजनेस एसोसिएट का चयन”

## **Scope of Work**

The MAC-DPS Dashboard aligns with the principles of efficiency, accessibility, and accountability as mandated under the Motor Vehicles Act and aims to integrate seamlessly with the functioning of the Hon'ble Motor Accident Claims Tribunals (MACTs), Insurance Companies, and other stakeholders.

### **Salient Features of the MAC-DPS Dashboard:**

#### **1. Comprehensive Claimant and Case Records**

- Storage of all relevant claimant data (including Aadhaar, bank accounts, contact details).
- Provisions for legal heirs with Aadhaar-linked accounts in death cases.
- Declaration module capturing all potential legal heirs (spouse, parents, siblings, children, etc.).
- Dynamic updates allowed upon claimant demise during pendency, subject to verification.

#### **2. Aadhaar and Bank Account Integration**

- Secure Aadhaar-bank linkage via NPCI mapper.
- Aadhaar validation in compliance with UIDAI guidelines.
- Encrypted display of sensitive financial details.

#### **3. Deposit Tracking by Insurance Companies**

- Real-time dashboard entry upon deposit of compensation by insurer in court-designated account.
- SMS/email alerts to claimants upon deposit.
- Capture of third-party insurance status, and driver/owner details with identity proofs.

#### **4. Minimization of Third-Party Interference**

- Direct benefit transfer (DBT) to claimants through APBS, unless otherwise directed by court.
- Maintenance of audit trails and access logs to ensure accountability.

## **5. Accessibility and Inclusion**

- WCAG 2.1 compliant user interface with support for screen readers, high contrast modes, and font adjustment.
- Integration with assistive technologies (e.g., Braille devices, voice navigation).
- Provisions for uploading disability certificates, with system checks for re-verification through medical boards.

## **6. Real-Time Legal Heir Updates**

- Automated legal heir addition system post demise, verified via court orders and Aadhaar authentication.

## **7. Live Case Status and Compensation Monitoring**

- Dashboard display of case status, amount awarded/dispensed, and UTR details.
- Compensation calculator tool integrated for both death and permanent disablement matters.

## **8. Robust Security Framework**

- OTP-based secure login for all users (employees, claimants, and insurance officials).
- Data non-alterability for critical fields (age, disability, income) unless authenticated by valid documentation.
- Aadhaar masking, session expiry, anomaly detection, and tamper alerts integrated.

### **Role-Specific Interfaces:**

- **For Claimants/Legal Heirs:** Claim tracking, document upload, disbursement status, Aadhaar-bank update.
- **For Insurance Companies:** Pending claims view, deposit proof upload, auto-flagging of delays.
- **For Hon'ble Courts/Tribunals:** Case allocation, document verification, fund flow monitoring, report generation.
- **For System Administrators:** Access management, security logs, compliance audit, system monitoring.

The above-mentioned system is designed to reduce delays, prevent fraud, and ensure the rightful disbursement of compensation to affected families in a time-bound and transparent manner.

यह, रुचि की अभिव्यक्ति ” दस्तावेज सूचीबद्ध व्यावसायिक सहयोगियों या OEM या OEM के अधिकृत भागीदार/वितरक में से “छत्तीसगढ़ उच्च न्यायालय- बिलासपुर, के अंतर्गत एम.ए.सी.टी. मामलों के लिए प्रत्यक्ष भुगतान प्रणाली (एम.ए.सी.-डी.पी.एस) सॉफ्टवेयर के विकास प्रस्ताव के लिए सर्वेक्षण डिजाइन, आपूर्ति, स्थापना और कमीशनिंग के लिए बिजनेस एसोसिएट का चयन”

इसके बाद अंतिम ग्राहक से आने वाले सभी सूचना/संवाद/नियम चयनित भागीदार पर भी लागू होंगे।  
कृपया सम्पूर्ण दस्तावेज पड़े एवं जिम्मेदारी पूर्ण तरीके से प्रस्ताव जमा करें।

भवदीय,

(आनंद कुमार)

संयुक्त महाप्रबंधक/विपणन/आरसीआईएल