

RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking)

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

For

**Project Name:- Provision and setup Integrated Call Centre & IP Telephony
Solution at Mahatma Gandhi University of Horticulture & Forestry,
Sankra, Patan, Durg (CG)**

EOI No: RCIL/WR/MUMBAI/MKTG/26-27/007, Dated: 09th July -2026

Western Railway Microwave Complex, Senapati Bapat Marg, Mahalaxmi, Mumbai-400013

EOI NOTICE

**RailTel Corporation of India Ltd,
Western Railway Microwave Complex, Senapati Bapat Marg,
Mahalaxmi, Mumbai – 400013.**

EOI No: RCIL/WR/MUMBAI/MKTG/26-27/007, Dated: 09th July -2026

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from RailTel’s Empaneled Partners for the selection of suitable partner as Exclusive bid teaming arrangement for “Provision and setup Integrated Call Centre & IP Telephony Solution at Mahatma Gandhiji Udyanikee Evam Vanikee Vishwavidyalaya, Sankara, Patan, Durg (CG) - 491111.”

The details are as under:

S No.	EOI Published Date	Dt. 09-07-2026
1	Last date for submission of EOI Bid	Dt.14-07-2026 16:00
2	Opening of EOI Bid	Dt. 14-07-2026 16:30
3	EOI project estimated value	Rs. 1,07,13,268/- (Incl. GST)
3	Bidding System	One Packet System
4	EOI fees inclusive tax (Non-refundable)	Rs. 2,360.00/- (Incl. Tax)
6	EMD for EOI	Rs. 1,19,100/- (Rupees One Lakhs Nineteen Thousand and One Hundred Only) in the form of online transfer as EMD along with submission of Eoi response.

The EMD should be in the Favor of RailTel Corporation of India Limited payable at Mumbai through online bank transfer or through Bank Guarantee. Partner needs to share the online payment transfer details like UTR No, date of payment and if submitted as Bank Guarantee then original hard Copy is to be submitted to the below mentioned officers along with the proposal.

RailTel Bank Details:

State Bank of India - Current Account Details: -

Customer ID	80166800693
Account Number	44105657722
Home Branch & Branch Code	State Bank of India, Commercial Branch, Gurgaon (04079)
Branch Address	6th Floor, Palm Court Building, Mehrauli Road, Near MDI, Gurugram
IFSC Code	SBIN0004079

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

1. Level 1

Contact Name : Sh. Mangesh Dahiwire

Designation : Senior Manager/ Marketing

E-Mail Address : mangeshd@railtelindia.com

Mobile No : +91- 9730094171

2. Level 2

Contact Name : Sh. Anand Kumar,

Designation : Joint General Manager/ Marketing

E-Mail Address : anandnkn@railtelindia.com

Mobile No : +91- 9004444107

Note:

1. Empanelled partners are required to submit soft copy of technical packet through an e-mail at eoi.wr@railtelindia.com duly signed by Authorized Signatories with Company seal and stamp.
2. The EOI response is invited from eligible **Empanelled Partners of RailTel only**.
3. All the document must be submitted with **proper indexing** and **page no**.
4. This is an **exclusive pre-RFP partnership arrangement with empanelled business associate of RailTel for participating in the end customer RFP**. Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel). This undertaking has to be given with this EOI Response.
5. Partner can submit their response as an individual organization. Consortium is not permitted. The Bidder has to be an empanelled partner of RailTel.
6. **Transfer and Sub-letting**. The Business Associate has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contractor 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), is a Mini Ratna Government of India undertaking under the Ministry of Railways. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a subsidiary of Indian Railways.

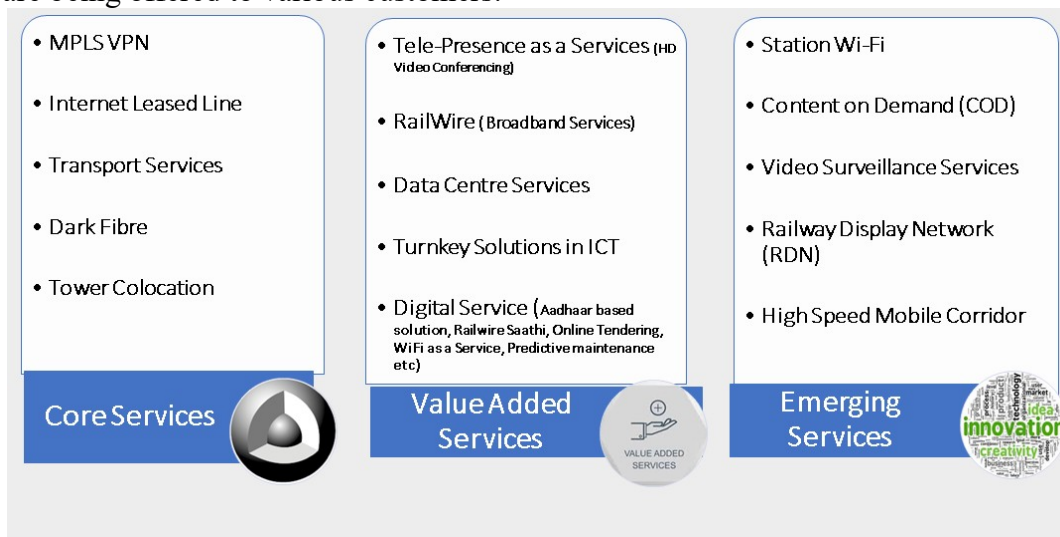
RailTel has approximately 65000+ kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon 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.

d) 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

e) 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.

f) Retail Services – RailWire

RailWire: 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 upto 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. 4,68,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization’s officers colonies and residences.

2. Project Background and Objective of EOI

RailTel has submitted the proposal to Registrar, Mahatma Gandhiji Udyanikee Evam Vanikee Vishwavidyalaya, Durg (CG) – 491111 for the work “Provision and setup Integrated Call Centre & IP Telephony Solution at Mahatma Gandhiji Udyanikee Evam Vanikee Vishwavidyalaya, Sankara, Patan, Durg (CG) – 491111”

RailTel invites EOIs from RailTel’s Empanelled Partners for the selection of suitable partner for carry out the work for the agreed scope work of Mahatma Gandhiji Udyanikee Evam Vanikee Vishwavidyalaya, Durg (CG) – 491111. The empanelled partner is expected to have excellent execution capability and good understanding customer local environment.

3. Scope of Work

Project Overview : -

- Proposal for design, supply, implementation and operation of a centralized **Call Centre and**
- **IP Telephony platform** to support:
 - University administrative and academic communications
 - Farmer and nursery owner helpline services
- Advisory dissemination and outreach programs
- Grievance redressal and query management

In case of any discrepancy or ambiguity in any clause / specification pertaining to scope of work area, the RFP and corrigendum/addendum 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 so that overall proposal becomes most winnable proposal.

4. Response to EOI guidelines

4.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in soft copy through an email (file should not exceed 20 Mbps).

4.2 RailTel's Right to Accept/Reject responses

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

4.3 EOI response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the 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.

4.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 60 days from the date Bid submission date issued by the end Customer organization for which bid is going to submit.

4.5 Bid Earnest Money (EMD)

4.5.1 The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favour of "RailTel Corporation of India Limited" along with the offer. This will be called as EOI EMD.

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

4.5.3 In case if offer is selected for bidding, the partner has to furnish Earnest Money Deposit (for balance amount as mentioned in the customer's Bid and EOI notice as applicable) for the bid to RailTel. The selected Business Associate shall have to submit EMD to RailTel before submission of bid to end customer as applicable.

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

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

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

4.5.6.1 The EOI EMD may be forfeited and or penal action shall be initiated if a

Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

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

4.5.7 Having participated with another party/consortium apart from RailTel in RailTel's end customer Tender

4.6 Security Deposit / Performance Bank Guarantee (PBG)

4.6.1 In case the bid is successful, the PBG of requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel.

4.6.2 As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate.

4.7 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.

4.8 Modification and/or Withdrawal of EOI response

EOI response once submitted will be treated, as final and no modification will be permitted except with the consent of the RailTel.

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

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

4.9 Details of Financial bid for the above referred tender

Business Associate meeting eligibility criteria and clearing the technical evaluation will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.

In case if there are Two or more Business Associate meeting eligibility criteria and clearing technical evaluation criteria, then price bid will be sought from these Sole partner/ consortiums in the second stage for the given scope of the work and Sole partner/ consortium with overall lowest (L1) offer will be selected for exclusive pre bid arrangement for optimizing technical and commercial solution.

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

4.10 Clarification of EOI Response

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

4.11 Period of Association/Validity of Agreement

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

5. Eligibility Criteria for Bidding Business Partner of RailTel

Sr. No	Particulars	Criteria for Tender Package (Mandatory Compliance & Document Submission)
A	Financial Condition	
I)	BA should be a Company registered in India under companies Act 1956 or 2013 and operating for the last three years in IT/ITeS Services in India as on date of submission of EOI.	1. Certificate of Incorporation 2. GST Registration 3. PAN Card 4. Documentary evidence in the Form of Order/Agreement/ MOU etc
II)	BA individually should have a average annual turnover of ₹ 15 Crores in last three financial years & current year (i.e. FY 2022-23, FT 2023-24 and FY 2024-25)	Turnover Certificate issued by the Chartered Accountant. Certificate should contain UDIN no. issued by ICAI. Copy of Annual Audited Accounts shall also be submitted
III)	BA should also have a positive net worth & be profitable in three out of the last 3 financial years (i.e. FY 2022-23, FT 2023-24 and FY 2024-25).	Positive Net Worth and Profitability Certificate issued by the CA for the last three financial years (i.e. FY 2022-23, FT 2023-24 and FY 2024-25). Certificate should contain UDIN Number issued by ICAI.
B	Technical Conditions	
IV)	BA should have successfully executed at least one (1) Call Center Solution project in any Government Department or Public Sector Undertaking (PSU) during the last three (3) years, which shall be either of the following as on the date of inviting of EOI:	Copy of Work Order/Agreement and Completion Certificate, or Client Certificate, or Proof of Successful Execution issued by the concerned Government Department/PSU.
	1. One similar work costing not less than the	

	amount of 80% of the EOI estimated cost. OR	
	2. Two similar works, each costing not less than the amount of 60% of the EOI estimated cost OR	
V)	BA shall submit a valid Manufacturer's Authorization Form (MAF) from the OEM for the proposed IP-PBX System and Dialer/Call Center Platform. Submission of the MAF for both products is mandatory.	MAF on OEM letterhead complying with the given criteria.
VI)	BA should be an ISO 9001:2015 Certified Company.	Copy of the Certificate to be Enclosed.
VII)	BA should have an office in Chhattisgarh State.	BA should submit the office address on its letterhead.

Technical Specifications of Products:

IP Based PBX:

Specifications for IP-PBX:	
SN	Description
1	Proposed Neox IP-PBX solution should have pure IP Platform. IP PBX must be having expandable Capacity of 2500 IP Extensions without cascading of hardware/appliances or virtual instances.
2	The solution should be processor based only. The software should be from indigenous and globally known OEM. No open source or Asterisk based solution is allowed.
3	The proposed platform should be scalable enough to support atleast 1250 CC session on a single Platform.
4	Protocol to be supported: SIP
5	Coder-decoder (codec) support for automated bandwidth selection: G.711 mu-law, a-law, G.729.
6	Should support appropriate Video Codec H.264 and H.263
7	The system should have IP architecture and provide support for integrated telephony solution for IP Phones, Video Phones, Mobile based SIP Client, all 3rd party Mobile SIP Client, E1 / PRI, SIP and all 3rd party SIP gateways, GSM Gateways.
8	Must be able to do bulk add and delete operations for devices and users.
9	Alternate Automatic Routing, Auto route selection and Least Cost Routing should be available.
10	The application should have inbuilt SIP / VOIP trunk facility without any additional module.
11	The system should support unlimited SIP Trunk functionality for trunking with SIP Supported Devices without the need of procuring any additional Licenses.
12	The System must be able to integrate 3 rd Party SIP Phones without the need of procuring specific licenses.
13	System should have inbuilt facility for atleast one PSTN SIP Trunk termination

14	Support for configuration database (contains system and device configuration information, including dial plan) along with support for Digit manipulation and call treatment (digit string insertion, deletion, stripping, dial access codes, digit string translation)
15	Must provide Centralized call processing
16	The solution should support routing of incoming calls based upon caller input to menus, real-time queue statistics, time of day, ANI, etc.
17	Proposed IP-PBX Solution must support below Features Out-of the Box without any separate Hardware Module/Software Licensing:-
17.1	Abbreviated Dial
17.2	Call back if busy, no reply to station
17.3	Call forward—all (off net and on net)
17.4	Call forward—busy
17.5	Call forward—no answer
17.6	Call hold and retrieve
17.7	Call status per line (state, duration, number)
17.8	Calling Line Identification
17.9	Calling Line Identification Restriction call by call
17.1	Calling party name identification
17.11	64 Party Meet me conference bridge (Multiple Rooms)
17.12	Automatic Scheduled conference with moderator control Panel
17.13	Call Paging : Manual and IVR Driven
17.14	Direct inward dial (DID)
17.15	Extension mobility support
17.16	Immediate Divert to voicemail for all extensions
17.17	100% Voicemail to Email for all extensions without any additional hardware
17.18	Automatic Call back
17.19	Inbuilt 100% Call Recording for all extensions without any additional hardware.
	Recording of each call can be access over Admin Web GUI.
	- System must have the functionality to allow remote playback via internet browser and Windows Media Player.
	- System must have the functionality to archive and search both inbound and outbound call files according to parameters like: Date and Time, Caller ID, Name.
	- System should support functionality to archive voice recordings.
17.21	Call Monitoring
17.22	Call Barge in
17.23	Call Whispering
17.24	Inbuilt Rating and Charging for extension wise call control
17.25	Inbuilt SIP trunk ready platform
17.25	Proposed solution must have MLPP feature
17.26	Platform must be able to support Call Center Application out of the box from day one without any additional hardware. If required, the department will procure necessary application and user licenses for setting up the Call Center solution required for

	internal
	helpdesk such as IT Helpdesk, HR/Admin, Security, Pension office, etc.
18	Proposed IP-PBX Solution must provide below Administrative Features:
18.1	Should have “web based administration UI with capability to delegate administrative specific task to designated users”
18.2	Call detail records (System wide, extension wise) must be available in the same interface as that of web based administrative UI
18.3	CDR should be downloadable in various formats like PDF, CSV, Excel
18.4	Configuration of all Class 5 features via Web based GUI
18.5	Recording File must be played on the GUI and should be downloadable by the administrator and shall be playable in any audio player.
19	Proposed solution must have capability to integrate with private 5G networks, IP based Public Announcement systems as well as 3 rd party SIP based RoIP Gateways without any additional or specific licensing.

Automatic Call Distribution:

SN	Description
1	The Neox ACD system should support call overflow routing e.g., if there is a queue in particular ACD group and another group is sitting idle, system should be able to transfer the calls to another group based on the settings defined by the administrator.
2	Automatic call distributor device should have capability to distribute the calls based on Skill level of the Agent like efficiency of the Agent and workload. The solution should also support ACD based on algorithms such as longest available Helpdesk Agent, Circular Helpdesk Agent selection algorithms, Random selection and Most Idle Helpdesk Agent
3	Supervisor/Admin should be able to see the real-time status of Helpdesk Executives, Live Calls, Calls in queue & break status.
4	Automatic call distributor device should have local treatment for IP & ISDN
5	Automatic call distributor device should have expected Time for waiting in routing and also play queue position when there are more than one call ahead waiting to be answered.
6	Automatic call distributor device should have Call Centre Location Preference Distribution.
7	Automatic call distributor device should have Call Centre Support for Locally Sourced Music and Announcements for calls that have been put on wait.
8	Automatic call distributor device should have an integrated call Centre functionality.
9	Automatic call distributor device should support load balancing of all calls.
10	Automatic call distributor device should support for multiple announcements be played to a caller.

11	Automatic call distributor device should support to provide Agents to be seen in a real-time view on a supervisor's workstation & Agent's activity should also show up on standard report.
12	Automatic call distributor device should redirect unanswered calls.
13	Automatic call distributor device should provide the capability to the supervisors for logout Agents from their Dashboard without having to go to the Agent's desk & it could be possible from a remote location.
14	The proposed system should support all states call Centre environment with multiple distinct sites as a single virtual call Centre operation. It should also have a capability to allocate call between sites based upon Agents skills, Agent availability, queue times, and other criteria. Summary of live calls (Inbound, outbound, in-queue, connected) along with live agents statistics related to on-call, available, on-break, in Disposition/ACW, etc. must be visible on dashboard with customizable refresh rate.
15	Automatic call distributor device should support automated load-balancing capabilities and customized conditional routing capabilities. Proposed system should allow the comparisons to be made in queue conditions before routing calls so that split, or skills are not overloaded, or it can be made in queue conditions after routing calls to determine if calls should be re-routed to alternate destinations.
16	Automatic call distributor device should be able to collect request information, such as a zip code or account code before the call is sent to an Agent and then route the call based upon that information. The system must have the ability to prompt a caller for information in terms of digit.
17	Automatic call distributor device should provide alternate routing and holiday specific routing automatically based upon time of day and day of week
18	The routing commands of the Automatic call distributor device should obtain information from another source like TSP interface or a database before routing the call. This integration must be supported by built-in capabilities such as API, WS Client, etc.
19	Both Agents and supervisors should be notified via the indicators on GUI or Dashboards when thresholds are reached for individuals and groups.
20	Automatic call distributor device should have a capability for Agents to record personalized greetings that can be played to the caller prior to connection to the Agent.
21	Calls can be queue to an individual Agents. Agent should be notified, and a delay announcement be provided if the call queues for an individual Agents who is on another call.
22	Automatic call distributor device should support to force the Agents to be put into an ACW (After call work) state for a predefined period of time in order to provide rest time between calls, pace calls to the Agents, or limit the amount of time an Agent spends in completing wrap-up work
23	Automatic call distributor device should be capable to define certain Agents as "reserve" Agents for certain skill sets.
24	ACD should be able to block nuisance callers against list of numbers captured in master database until either numbers are removed from the master database of nuisance callers.
25	Call should be routed to IP Phone or softphone as defined and call related signal should be exchanged with the PC attached to the respective Agents

26	Agents should be able to log the conversation by means of fields on their screen. This data should be saved and pop up if the call is received again.
27	Custom Forms must be available for configuration which will reflect on the Agent GUI and capture the required data from the caller.
28	Proposed system should have all the require API & Web Services available to integrate with 3rd party business applications like; SCADA, ERP
29	ACD system must be able to integrate with CRM, Ticketing tool, Enquiry management system over URL Popup, I-frame or API based integration.
30	ACD System must be from the same OEM as that of IPPBX, IVRS, Multimedia, Recording, reporting and Dialer System.

IVRS Solution:

SN	Description
1	Neox Multi level IVR Tree should be possible with Multi language support
2	At least 9 level Horizontal & Vertical IVRS tree should be configured
3	GUI based Menu Driven IVRS functionality should be required
4	IVR should Play welcome messages to callers Prompting to press and collect DTMF digits.
5	IVR should provide information to callers regarding selection of the departments
6	IVR should have ability to interact with remote servers and connect to database. It shall be able to read, store and update information
7	Auto IVRS can be sent to subscriber's number for Auto Announcement
8	IVRS platform & Call Centre Agents should be independent & on pre-defined digit call can be sent to next available Agent
9	Proposed IVRS system should also be able to integrate with IVRS Payment Gateway in future over API & Webservices
10	Proposed IVRS system should have all the require API & Webservices available to integrate with 3rd party business applications
11	It shall support an inbuilt IP-based telephone system which shall allow answer and transfer calls. It shall also allow running menus and options.
12	It shall have an automatic call identification system and the information of registered users. Thus, customer history information will be recovered, and it will be shown when a customer call is received. This way customer will be identified.
13	In cases customers cannot be identified automatically; information shall be accessible by entering specific user details, as long as they are registered as users.

14	In case if the call is landed to customer care executive, the information keyed in by the customer should be displayed to the customer care executive in the application.
15	If the customers call during non-business hours or if the executives are busy handling other callers, customers should be given the option to leave the message on voice mail, or schedule a call back
16	The solution should be able to play customised queue announcements and wait position to the callers
17	System should support skill-based routing.
18	IVRS must be from the same OEM as that of IPPBX and ACD.

User Features: Neox Call Centre

SN	Description
1	Inbound, Outbound and Blended Voice Process
2	Automated and Interactive Voice Blaster
3	Multi Digit IVR support
4	Do Not Call List Management
5	Unified Customer Contact History
6	Enterprise Class Relational Database
7	Passive and On-Demand Call Recording
8	Call Detail Screen Pop-Ups
9	Queue Position/Queue Wait
10	Customizable Customer Lead Management
11	Campaign and List Management
12	CRM and Business Application Integration

13	Advanced Desktop Scripting with Screen Pop-Ups for Call Guides
14	DNIS Routing
15	Alternate number dialing
16	Callback configuration
17	Time Zone Administration
18	Logical Partitioning
19	SMS Integration
20	Email Integration
21	Call Parking
22	Call Menus setup for IVRS
23	Multiple prompts in IVR menu design
24	Support for pre-recorded audio files
25	Supports for audio playback and recording
26	Real-time and historical reports
27	Call Conferencing from Agent screen
28	Call Transfer from Agent screen
29	Outbound Pacing Modes:- Predictive, Preview and Progressive
30	Call Transcript with speaker diarization
31	Agent GUI must provide self-CDR Reports along with agents who are available in shift for transfer of calls.
32	Agent GUI must have the functionality to report self-statistics related to total logged in time, break time, on call time, disposition time, etc.

Voice Recording System:

SN	Description
1	The Neox recording software should provide 100% voice call recordings including all inbound and outbound calls at each level.
2	It should have the facility to record the internal and external communications with respect to CFS and feedback calls
3	The recording software must provide a single license that can support recording on all IP Phones and softphones.
4	The recording software must be able to record calls coming on any type of trunk line like PRI/IP and system should also record internal calls
5	The recording software should also be able to record IP endpoints
6	The software should support SIP or IP or TDM (Time Division Multiplexing) endpoints
7	The software should record inbound calls and outbound calls
8	The software should support for search and replay of calls
9	The software should have Rules-based storage and recording
10	The software should support selective recording based upon user-defined business rules
12	Inbuilt 100% Call Recording for all extensions without any additional hardware. Recording of each call can be access over Admin Web GUI. - System must have the functionality to allow remote playback via internet browser and Player/equivalent playback application. - System must have the functionality to archive and search both inbound and outbound call files according to parameters like: Date and Time, Caller ID, Name. - System should support functionality to archive voice recordings
13	The software shall be able to provide online, and offline storage capability in any combination.
14	Desires an open storage platform that can provide instant access to any recording with any amount of SAN storage desired.
15	Should provide facility to store voice digitally in central database or to a hierarchical file system in any of the standard format like wav or mp3 etc.
16	Archival to storage should be included as a standard feature with the recording platform
17	Recording of each call should be stored in the system.
18	Recording solution must be from the same OEM as that of IPPBX, ACD, Multimedia, Reporting and Dialer Components

Outbound Dialer:

SN	Description
1	The Neox dialer should be an integrated part of the proposed contact Centre solution.
2	The Agent should be able to dial the particular distress caller number in case of emergency.
3	The dialer should support outbound preview dialing, either automated or Agent-initiated.
4	The dialer should provide campaign management tool for supervisors to manage the campaigns.
5	The dialer should have the capability to fetch missed calls data from the ACD and dial out whenever the Agent is available.
6	The system should be able to perform a screen pop with caller information based on the campaign.
7	The dialer should support campaign management for data selection.
8	The dialer should support Do not call list.
9	Unified Customer Contact History
10	Enterprise Class Relational Database
11	Call Detail Screen Pop-Ups
12	Customizable Customer Lead Management
13	Campaign and List Management
14	CRM and Business Application Integration
15	Advanced Desktop Scripting with Screen Pop-Ups for Call Guides
16	Alternate number dialing
17	Callback configuration
18	Support for pre-recorded audio files
19	Outbound Pacing Modes:- Predictive, Preview and Progressive Agentless Outbound Voice Blaster (Automatic)
20	Dialer System must be from the same OEM as that of IPPBX, ACD, IVRS, Multimedia, Recording and Reporting System

SN	Description
1	Neox Reporting System Should be able to support Automatic call distributor (ACD)
2	The system should support all the configure Agents
3	The system shall provide both real-time information and historical reports.

4	There shall be provision to sort and filter the reports based on various criteria via date and time, Agent ID etc.
5	Following category of real-time information & historical reports shall at least be available with specific dates and time with options of hourly, daily weekly and monthly, yearly in report criteria.
	i. ACD Reports: Agent Login and Logout Reports
	ii. Agent State Changes Report
	iii. Queue Reports
	iv. Abandon Call Reports
	v. Call by Call Details Report
6	The system shall provide Agents with the real time statistics on their desktop in form of a wallboard. Agents should get a notification if they exceed any pre-defined thresholds in form of a Colour change on this wallboard. e.g., the wallboard display changes if a live call duration exceeds a threshold defined for calls
7	Both summary and detailed reports shall be available by the system
8	Display call detailed reports including caller numbers, dialed number, call transfers etc.
9	Allow reports on outcalls made using system to which number and by which Agent or call taker
10	It shall have feature to schedule generation of reports and automatic delivery of scheduled reports to e-mail. It shall also allow automatic delivery of both manually generated and scheduled reports to an email address configured in the system as per defined frequency (Daily, weekly, monthly, etc.)
11	Dashboard or Wallboard must be able to show real time states of ongoing calls and agent state
12	Common statistics related to Agent state, Agent staffed, Idle Agents etc. on graphical real time displays
13	Inbound Call History
14	Inbound Call Received by Agents & Call Duration
15	Outbound Call History
16	Outbound Call Dialed Number with Duration
17	Agent Call Received History
18	Day/Month Wise Inbound/Outbound Call Details
19	Total Dropped call Details
20	Abandoned call report
21	Ticketing Dashboard
22	Ticket Detailed report (Open and Closed)
23	SLA Report
24	Proposed Solution must also be able to provide Call Evaluation Module for QA managers who will be responsible to audit calls based on customized parameters and can input their observations in Text Box, Radio buttons, dropdown, etc.

25	Proposed Solution must support built-in Call Transcript module which will be able to generate transcript from call recording with speaker diarization in atleast 2 languages – English and Hindi.
26	Every report generated in the system must be available for export to atleast one of CSV, pdf and .XLS format
27	Lead Upload via API, CSV and 3rd party Business Support Systems.
28	The reporting system must be from the same OEM as that of IPPBX, ACD, IVRS, Recording and Multimedia System

IP Phones:

Basic IP Phone	
SN	Specifications
1	Display : Should have dot-matrix display
2	Lines: 2 SIP Lines
3	Resolution Ratio: 2.3 " 132x64 pixel
5	Supported Codecs: G.711a/u-law ,G.726 & G.729A, G.722, OPUS, iLBC
6	Call Logs: 500 Entries for Incoming, Outgoing and Missed
7	Phonebook: Local Phone Book supporting 100 Contacts in addition to remote Phonebook via XML/LDAP
8	Network Port: Should have dual port, one with PoE and other for Computer/Laptop
9	Network Speed: Dual Ethernet Ports 10/100 Mbps
10	Headset: Should have RJ-9 supported Headset port. Should also Support EHS Wireless Headset
11	Handset: Should have separate port for Headset and Handset
12	Power: Input 100-240V, Output: 5V/0.6A, Should support PoE in addition to option of Power Adapter
13	Firmware Upgrade should be supported via Common methods such as HTTP/HTTPS/FTP/TFTP
14	Should support 6-party conference
15	Configuration should Web Based config
16	Should have enhanced HD Audio Communication on Speakerphone and Handset
17	Phone should come with two adjustable angles for easier access
18	DTMF: In-band, Out-of-Band – DTMF-Relay (RFC2833) / SIP INFO
19	Supported Protocols: SIP2.0 over UDP/TCP/TLS, RTP/RTCP/SRTP, STUN, DHCP, LLDP, PPPoE, 802.1x, L2TP, OpenVPN, SNMP, FTP/TFTP, HTTP/HTTPS, TR-069
20	Must Support Auto-Provisioning via FTP/TFTP/HTTP/HTTPS/DHCP OPT66/SIP PNP/TR-069
21	Must have features of Syslog and Web-Based Packet Dump for Management/Troubleshooting
22	IP Phones and IP Telephony Solution must be from the same OEM.

<u>Enterprise IP Phone</u>	
SN	Specifications
1	Display : Should have Color Display with High resolution Graphics
2	Lines: 4 SIP Lines
3	Resolution Ratio: 2.4" 320*240
5	Must have 3 dedicated line keys with LED Indicators
6	Supported Codecs: G.711a/u-law ,G.726 & G.729A, G.722, OPUS, iLBC
7	Call Logs: 1000 Entries for Incoming, Outgoing and Missed
8	Phonebook: Local Phone Book supporting 1000 Contacts in addition to remote Phonebook via XML/LDAP
9	Network Port: Should have dual port, one with PoE and other for Computer/Laptop
10	Network Speed: Dual Fast Ethernet Ports 10/100 Mbps
11	Headset: Should have RJ-9 supported Headset port. Should also Support EHS Wireless Headset
12	Handset: Should have separate port for Headset and Handset
13	Power: Should support PoE in addition to option of Power Adapter
14	Firmware Upgrade should be supported via Common methods such as HTTP/HTTPS/FTP/TFTP
15	Should support 6-party audio conference from Phone
16	Configuration should Web Based config
17	Should have enhanced HD Audio Communication on Speakerphone and Handset
18	Phone should come with two adjustable angles for easier access in addition to optional wall-mount capability via wall-mountable kit.
19	DTMF: In-band, Out-of-Band – DTMF-Relay (RFC2833) / SIP INFO
20	Supported Protocols: SIP2.0 over UDP/TCP/TLS, RTP/RTCP/SRTP, STUN, DHCP, LLDP, PPPoE, 802.1x, L2TP, OpenVPN, SNTP, FTP/TFTP, HTTP/HTTPS, TR-069 Must Support Auto-Provisioning via FTP/TFTP/HTTP/HTTPS/DHCP OPT66/SIP PNP/TR-069
21	Must have features of Syslog and Web-Based Packet Dump for Management/Troubleshooting
22	IP Phone must be from the same OEM as that of Contact Centre Solution.

C)	Annexures : -	
v)	Annexure 1	Covering Letter : Self – certification duly signed by an authorised signatory on the company letterhead.
vi)	Annexure 2	The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted.
		Self-certification duly signed by authorized signatory on company letter head.
vii)	Annexure 3	An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted/debarred by any Governmental /Non-Governmental Organization in India as on bid submission date.
viii)	Annexure-4	Format for Affidavit to be uploaded by Bidders with the tender documents.
ix)	Annexure-5	Non-disclosure agreement with RailTel.
x)	Annexure-6	OEM AMC Support Declaration
xi)	Annexure-7	Compliance Certificate
xii)	Annexure-8	Performance Bank Guarantee Format
xiii)	Annexure-9	Price Bid Format
xiv)	Power of Attorney	Power of Attorney or Board Resolution in favor of one of its employees who will sign the Bid Documents.

6. Bidder's Profile

The bidder including individual consortium members if any 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 emailAddress	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	
8.	PAN Number	

7. Evaluation Criteria

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

7.2 The Business Associate qualifying the Eligibility criteria will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.

7.3 In case if there are two or more Sole partner meeting eligibility criteria then the price bids will be sought from these Sole partners in the second stage for the given scope of the work and Sole partner with overall lowest (L1) offer will be selected for exclusive pre bid arrangement for optimizing technical and commercial solution.

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

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

8 Withdrawal of Bids

A Bidder wishing to withdraw its bid shall notify to RailTel by e-mail prior to the deadline prescribed for bid submission. The notice of withdrawal shall be addressed to RailTel at the address named in the Bid Data Sheet, and bear the Contract name, the <Title> and < Bid No.>, and the words “Bid Withdrawal Notice.” Bid withdrawal notices received after the bid submission deadline will be ignored, and the submitted bid will be deemed to be a valid submitted bid.

No bid can be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in the Bid Data Sheet. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder’s EMD.

9 Evaluation Process

The evaluation process of the bid proposed to be adopted by RailTel is indicated in this section. The purpose of this section is to provide the Bidder an idea of the evaluation process that RailTel may adopt.

RailTel shall appoint a Bid Management Committee (BMC) to scrutinize and evaluate the technical and commercial bids received. The BMC will examine the Bids to determine whether they are complete, responsive and whether the bid format conforms to the bid requirements. RailTel may waive any informality or non-conformity in a bid which does not constitute a material deviation according to RailTel.

The bid prices should not be mention in any part of the bid other than the Commercial Bid. Any attempt by a bidder to influence the bid evaluation process may result in the rejection of Bid and forfeiture of EMD.

10 Performance Bank Guarantee

The Bidder shall at his own expense, deposit with RailTel, an unconditional and irrevocable Performance Bank Guarantee (PBG) from nationalized banks as per the format given in this bid, payable on demand, for the due performance and fulfilment of the contract by the Bidder.

This Performance Bank Guarantee will be submitted within 30 days of the notification of award of the contract/ Letter of Acceptance (LOA) issuance whichever is earlier. If PBG is not submitted within this time frame a delayed PBG penalty will be attracted. Post 30 days and upto 60 days from date of notification of award of the contract/ Letter of Acceptance (LOA) issuance a penalty at 15% per annum interest of LOA amount will be levied as delayed PBG penalty and this penalty will be deducted from the Invoices & EMD of the Bidder. After these 60 days if PBG is not submitted then it will be assumed that the Bidder is not interested in submitting PBG and the Amount of PBG along with the delayed PBG penalty calculated will be retained from Invoices & EMD of the Bidder. Non submission of PBG can also lead to cancellation of contract and the decision with respect to whether, to retain the PBG Amount and penalty from Invoices & EMD or cancellation of contract, will be at the sole discretion of RailTel. In the event of cancellation of contract EMD will be forfeited. If PBG is retained from Invoices & EMD then the PBG Amount only and not the penalty attracted will be paid to the Bidder in such a case post the contract period plus three months(expected PBG validity date) are over after deducting any applicable deductions (eg: Poor service, etc).

This Performance Bank Guarantee will be for an amount equivalent to 3% of the total contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder. The Performance Bank Guarantee format can be found in this document.

The Performance Bank Guarantee may be discharged/ returned by RailTel upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

In the event of the Bidder being unable to service the contract for whatever reason, RailTel would invoke the PBG. 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 Bidder's failure to complete its obligations under the Contract. RailTel shall notify the Bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the Bidder is in default.

The 30 days' notice period shall be considered as the 'Cure Period' to facilitate the Implementation Agency to cure the breach. The PBG shall be invoked only if the breach is solely attributable to the bidder and the bidder fails to rectify the breach within the 'Cure Period'.

RailTel shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to the Bidder, the equivalent value of any payment made to the Bidder due to inadvertence, error, collusion, misconstruction or misstatement.

11 Rights to Terminate the Process

RailTel may terminate the bid process at any time and without assigning any reason. RailTel makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This bid document does not constitute an offer by RailTel. The Bidder's participation in this process may result in RailTel selecting the Bidder to engage in further discussions and negotiations towards 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.

12. Payment terms

- 8.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.
- 8.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end customer organization and upon submission of correct Tax Invoices as per statutory norms.
- 8.3 The Payments received from end customer will be disbursed scope wise to the selected BA. The BA selected for a particular scope will receive payments once end customer releases payments for the specific part

13 SLA

The selected bidder will be required to adhere to the SLA matrix as defined in the end Customer organization tender for his scope of work and the SLA breach penalty will be applicable proportionately on the selected bidder, as specified in the end Customer organization Tender. The

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

14. Other terms & Conditions

Any other terms & conditions in relation to SLA, Payments, PBG etc., will be as per end customer RFP.

Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid.

Annexure 1: Format for COVERING LETTER

COVERING LETTER (To be on company letter head)

EoI Reference No: _____ Date : _____

To,

RailTel Corporation of India Ltd.
Western Railway Microwave complex,
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the reference number _____ Dt. _____ 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:

Signature:

Seal of the Organization:

Annexure 2: Format for Self-Certificate & Undertaking

Self-Certificate (To be on company letter head)

EoI Reference No: _____ Date: _____

To,

RailTel Corporation of India Ltd.
Western Railway Microwave complex,
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

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 sole partner/lead partner in case of consortium after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected sole partner/lead partner in case of consortium 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 sole partner/lead partner in case of consortium.
3. We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
4. We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end to end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
5. We hereby certify that any services, equipment and materials to be supplied are produced in eligible source country complying with OM/F. No. 6/18/2019 dated 23rd July 2020 issued by DoE, MoF.
6. We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.
7. We understand and agree that RailTel is intending to select a sole partner/lead partner in case of consortium 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.
8. We hereby agree to submit that in case of being selected by RailTel as sole partner/lead partner in case of consortium 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.

9. We hereby undertake to sign Pre Bid Agreement, Pre-Contract Integrity Pact and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.
10. We undertake that we will not submit directly or indirectly out bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel)

Authorized Signatory Name:

Designation:

Signature:

Seal of the Organization:

Annexure 3: Undertaking for not Being Blacklisted/Debarred

EoI Reference No: _____ Date: _____

To,

RailTel Corporation of India Ltd.
Western Railway Microwave complex,
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

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.

Authorized Signatory Name:

Designation:

Signature:

Seal of the Organization:

Annexure 4: Format of Affidavit

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY SOLE PARTNER/ALL CONSORTIUM PARTNERS) ALONG WITH THE EOI DOCUMENTS

(To be executed in presence of public notary on non-judicial stamp paper of the value of Rs. 500/-. 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. _____ Dt.

_____ of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

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

DEPONENT

SEAL AND SIGNATURE OF THE BA

VERIFICATION

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

DEPONENT

SEAL AND SIGNATURE OF THE ADVOCATE

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: Draft Non-Disclosure Agreement

(To be submitted on a Rs. 100 Stamp Paper)

This Non-Disclosure Agreement (“Non-Disc”) is made and entered into _____ day of _____ month _____ year (effective date) by and between _____ (“Department”) and _____ (“Company”). Whereas, Department and Company have entered into an Agreement (“Agreement”) _____ effective _____ for _____ and

Whereas, each party desires to disclose to the other party certain information in oral or written form which is proprietary and confidential to the disclosing party, (“CONFIDENTIAL INFORMATION”).

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

1. Definitions. As used herein:

- a. The term “Confidential Information” shall include, without limitation, all information and materials, furnished by either Party to the other in connection with citizen/users/persons/customers data, products and/or services, including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic or optical media, and including all proprietary information, customer and prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, commercial or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property relating to the disclosing party’s data, computer database, products and/or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the Department’s information including citizen/users/persons/customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information.
- b. The term, “Department” shall include the officers, employees, agents, consultants, contractors and representatives of Department.
- c. The term, “Company” shall include the directors, officers, employees, agents, consultants, contractors and representatives of Company, including its applicable affiliates and subsidiary companies.

2. Protection of Confidential Information: With respect to any Confidential Information disclosed to it or to which it has access, Company affirms that it shall:

- a. Use the Confidential Information as necessary only in connection with Project and in accordance with the terms and conditions contained herein;
- b. Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information that the parties take to protect the confidentiality of its own proprietary and confidential information and that of its clients;
- c. Not to make or retain copy of any commercial or marketing plans, citizen/users/persons/customers database, Bids developed by or originating from

Department or any of the prospective clients of Department except as necessary, under prior written intimation from Department, in connection with the Project, and ensure that any such copy is immediately returned to Department even without express demand from Department to do so;

- d. Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the other party; and
 - e. Return to the other party, or destroy, at Department's discretion, any and all Confidential Information disclosed in a printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately upon the earlier to occur of (i) expiration or termination of either party's engagement in the Project, or (ii) the request of the other party therefore.
 - f. Not to discuss with any member of public, media, press, any or any other person about the nature of arrangement entered between Department and Company or the nature of services to be provided by the Company to the Department.
3. **Onus.** Company shall have the burden of proving that any disclosure or use inconsistent with the terms and conditions hereof falls within any of the foregoing exceptions.
4. **Exceptions.** These restrictions as enumerated in section 1 of this Agreement shall not apply to any Confidential Information:
- a. Which is independently developed by Company or lawfully received from another source free of restriction and without breach of this Agreement; or
 - b. After it has become generally available to the public without breach of this Agreement by Company; or
 - c. Which at the time of disclosure to Company was known to such party free of restriction and evidenced by documentation in such party's possession; or
 - d. Which Department agrees in writing is free of such restrictions.
 - e. Which is received from a third party not subject to the obligation of confidentiality with respect to such Information;
5. **Remedies.** Company acknowledges that
- (a) any actual or threatened disclosure or use of the Confidential Information by Company would be a breach of this agreement and may cause immediate and irreparable harm to Department;
 - (b) Company affirms that damages from such disclosure or use by it may be impossible to measure accurately; and
 - (c) injury sustained by Department may be impossible to calculate and remedy fully. Therefore, Company acknowledges that in the event of such a breach, Department shall be entitled to specific performance by Company of Company's obligations contained in this Agreement. In addition, Company shall indemnify Department of the actual and liquidated damages which may be demanded by Department. Moreover, Department shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by Company.
6. **Need to Know.** Company shall restrict disclosure of such Confidential Information to its

employees and/or consultants with a need to know (and advise such employees of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/or third party without prior written approval of the disclosing party.

7. **Intellectual Property Rights Protection.** No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the conveying of Confidential Information to such party.
8. **No Conflict.** The parties represent and warrant that the performance of its obligations hereunder do not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound.
9. **Authority.** The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.
10. **Dispute Resolution.** If any difference or dispute arises between the Department and the Company in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, any such dispute shall be referred appropriately to RailTel/ stakeholders/ partners/ patrons
 - a. The arbitration proceedings shall be conducted in accordance with the (Indian) Arbitration and Conciliation Act, 1996 and amendments thereof.
 - b. The place of arbitration shall be Mumbai.
 - c. The arbitrator's award shall be substantiated in writing and binding on the parties.
 - d. The proceedings of arbitration shall be conducted in English language.
 - e. The arbitration proceedings shall be completed within a period of 180 days from the date of reference of the dispute to arbitration.
11. **Governing Law.** This Agreement shall be interpreted in accordance with and governed by the substantive and procedural laws of India and the parties hereby consent to the exclusive jurisdiction of Courts and/or Forums situated at Mumbai, India only.
12. **Entire Agreement.** This Agreement constitutes the entire understanding and agreement of the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and under standings among the parties with respect to the subject matter hereof.
13. **Amendments.** No amendment, modification and/or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.
14. **Binding Agreement.** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.
15. **Severability.** It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.
16. **Waiver.** If either party should waive any breach of any provision of this Agreement, it shall not thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision hereof.
17. **Survival.** Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement.

18. Non-solicitation. During the term of this Agreement and thereafter for a further period of two (2) years Company shall not solicit or attempt to solicit Department's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct operations/business similar to Department with any employee and/or consultant of the Department who has knowledge of the Confidential Information, without the prior written consent of Department. This section will survive irrespective of the fact whether there exists a commercial relationship between Company and Department.

19. Term. Subject to aforesaid section 17, this Agreement shall remain valid up to _____ years from the "effective date".

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed this Agreement to make it effective from the date and year first written above.

For Department

Name:

Title:

WITNESSES:

1. _____

2. _____

For Company

Name:

Title:

WITNESSES:

1. _____

2. _____

Annexure 6: Complete EoI Examination & Nil Deviation Certificate

(To be submitted by Bidder and all members of consortium)

To
Deputy General Manager/ Marketing
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Near Railway Sports Ground
Mahalaxmi, Mumbai – 400013

Sub: Complete EoI Examination & Nil Deviation Certificate

Ref: EoI Number: _____ Dated: _____

Dear Sir,

We <Bidder Name> having completely examined the referred EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI, conclude that we have understood the Terms & Conditions of the EoI and its subsequent addendums & corrigendum (if any) and any other documents/its addendums/corrigendum referred in this EoI. We declare that we have sought all clarifications for the same from RailTel or its end customer for anything contained in this EoI & any other documents/its addendums/ corrigendum referred in this EoI and have been satisfied with the clarifications to the fullest extent and there are no terms, clauses, conditions, etc which are ambiguous.

We also declare that there is no deviation from adhering to anything that is contained in this EoI and any other documents/its addendums/corrigendum referred in this EoI and that any deviation later raised by us shall lead to forfeiture of the Bid/Contract at complete discretion of RailTel.

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone and Fax :
E-mail address :

Annexure 6: Integrity Pact
(Exempted for EOI)

(To be executed on Rs. 500/- Stamp Paper)

EoI Number: _____ Dated: _____

This Integrity Pact is made at on this _____ Day of _____ 2022

BETWEEN

RailTel Corporation of India Ltd (a Govt of India Enterprise under Ministry of Railways) having its registered office at Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi-110023 and Regional Office at Western Railway Microwave Complex, Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013, hereinafter referred to as “The Principal”, which expression shall unless repugnant to the meaning or contract thereof include its successors and permitted assigns

AND

<Bidder Name> having its registered office at <Bidders Registered and Branch Address (if any)> hereinafter referred to as “The Bidder/ Contractor/ Concessionaire/ Consultant” and which expression shall unless repugnant to be meaning or context thereof include its successors and permitted assigns.

Preamble

Whereas, the Principal intends to award, under laid down organizational procedures contract/s Design, Planning, Supply, installation, fixing, configuration, integration and commissioning of IP-MPLS (Internet Protocol- Multi Protocol label Switching) routers and associated equipment's at Bilaspur, Raipur and Nagpur division of South East Central Railway. The Principal values full compliance with all relevant laws of the land, rules of land, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and for Contractor(s)/Concessionaire(s)/Consultant(s).

And whereas in order to achieve these goals, the principal will appoint an independent external Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

And whereas to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Pact (hereafter referred to as Integrity Pact) the terms and conditions of which shall also be read as integral part and parcel of the Tender documents and contract between the parties. Now, therefore, in consideration of mutual covenants stipulated in this pact, the parties hereby agree as follows and this pact witnesseth as under: -

Article – 1: Commitments of the Principal

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principle: -

- a. No employee of the principal, personally or through family members, will in connection with the Tender for, or the execution of a contract, demand take a promise for or accept for self or third person any material or immaterial benefit which the person is not legally entitled to.
 - b. The principal will, during the tender process treat all Bidder(s) with equity and reason. The principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The principal will exclude all known prejudiced persons from the process.
2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act or any other Statutory Acts or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions as per its internal laid down Rules/ Regulations.

Article – 2: Commitments of the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s)

The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principals employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not commit any offence under the relevant IPC / PC. Act and other Statutory Acts; further the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not use improperly for purposes of completion or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India. If any similarly the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) of Indian Nationality shall furnish the name and address of the foreign principle, if any. Further details as mentioned in the ‘Guidelines on Indian Agents of Foreign Suppliers’ shall be disclosed

by the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s). Further, all the payments made to the Indian Agent /Representative have to be Indian Rupees only.

- e. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract. He shall also disclose the details of services agreed upon for such payments.
- f. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- g. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not bring any outside influence through any Govt. bodies/quarters directly or indirectly on the bidding process in furtherance of his bid.
- h. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) who have signed a Integrity pact shall not approach the court while representing the matter to IEMs and shall wait for their decision in the matter.

Article – 3: Disqualification from tender process and exclusion from future contracts

1. If the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) before award or during execution has committed a transgression through a violation of any provision of Article- 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) from the tender process.
2. If the Bidder/Contractor/Concessionaire/Consultant has committed a transgression through a violation of Article-2 such as to put his reliability or credibility into question, the Principal shall be entitled to exclude including blacklist and put on holiday the Bidder/Contractor/Concessionaire/Consultant for any future tenders/contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case particularly taking into account the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder/Contractor/Concessionaire/Consultant and the amount of the damage. The exclusion will be imposed for a maximum of 1 year.
3. A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that “On the basis of facts available there are no material doubts”.
4. The Bidder/ Contractor/Concessionaire/Consultant will its free consent and without any influence agrees and undertakes to respect and uphold the Principal’s absolute rights to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground, including the lack of any hearing before the decision to resort to such exclusion is taken. This undertaking is given freely and after obtaining independent legal advice.
5. The decision of the Principal to the effect that a breach of the provisions of this Integrity Pact has been committed by the Bidder/ Contractor/Concessionaire/Consultant shall be final and binding on the Bidder/ Contractor/Concessionaire/Consultant, however, the Bidder/ Contractor/ Concessionaire/ Consultant can approach IEM(s) appointed for the purpose of this Pact.

6. On occurrence of any sanctions/ disqualification etc. arising out from violation of integrity pact, Bidder/ Contractor/Concessionaire/Consultant shall not be entitled for any compensation on this account.
7. Subject to full satisfaction of the Principal, the exclusion of the Bidder/Contractor/Concessionaire/Consultant could be revoked by the Principal if the Bidder/ Contractor/Concessionaire/Consultant can prove that he has restored/recouped the damage caused by him and has installed a suitable corruption prevention system in his organization.

Article – 4: Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Article-3, the Principal shall be entitled to forfeit the Earnest Money Deposit/ Bid Security or demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security apart from any other legal right that may have accrued to the Principal.
2. In addition to above, the Principal shall be entitled to take recourse to the relevant provisions of the contract related to Termination of Contract due to Contractor/Concessionaire/Consultant's Default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor/ Concessionaire/ Consultant and/or demand and recover liquidated and all damages as per the provisions of the contract/Concession agreement against Termination.

Article – 5: Previous Transgression

1. The Bidder declares that no previous transgression occurred in the last 3 years immediately before signing of this integrity pact with any other Company in any country conforming to the anticorruption/Transparency International (TI) approach or with any other Public Sector Enterprise/Undertaking in India or any Government Department in India that could justify his exclusion from the Tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action for his exclusion can be taken as mentioned under Article-3 above for transgression of Article-2 and shall be liable for compensation for damages as per Article-4 above.

Article – 6: Equal treatment of all Bidders/ Contractors/ Concessionaires/ Consultants/ Subcontractors

1. The Bidder(s)/Contractor(s)/Concessionaire(s)/Consultant(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this integrity Pact, and to submit it to the Principal before contract signing.
2. The Principal will enter into agreements with identical conditions as this one with all Bidders/Contractors/Concessionaire/Consultant and Subcontractors.
3. The Principal will disqualify from the Tender process all Bidders who do not sign this Pact violate its provisions.

Article – 7: Criminal charges against violating Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s)/ Sub-contractor(s)

If the Principal obtains knowledge of conduct of a Bidder/ Contractor/ Concessionaire/ Consultant or Subcontractor, or of an employee or a representative or an associate of a Bidder/ Contractor/ Concessionaire/ Consultant or Subcontractor, which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Article – 8: Independent External Monitor (IEM)

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval from Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the CMD, RailTel.
3. The Bidder/Contractor/Concessionaire/Consultant accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Bidder/ Contractor/ Concessionaire/ Consultant. The Bidder/ Contractor/ Concessionaire/ Consultant will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his Project documentation. The same is applicable to Subcontractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractors(s) with confidentiality. The Monitor has also signed on 'Non-disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform CMD, RailTel and recuse himself/herself from that case.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Bidder/Contractor/Concessionaire/Consultant. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice any transgression as given in Article- 2, he may request the Management of the Principal to take corrective action, or to take relevant action. The monitor can in this regard submit non-*binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the CMD, RailTel within 8-10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the CMD, RailTel, a substantiated suspicion of an offence under relevant IPC/PC Act or any other Statutory Acts, and the CMD, RailTel has not, within the reasonable time taken visible action to proceed against such offence or reported it the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word 'Monitor' would include both singular and plural.

Article – 9: Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor/Consultant 12 months after his Defect Liability Period is over or 12 months after his last payment under the

contract whichever is later and for all other unsuccessful Bidders, 6 months after this Contract has been awarded (In case of BOT projects). It expires for the concessionaire 24 months after his concession period is over and for all other unsuccessful Bidders 6 months after this Contract has been awarded. Any violation of the same would entail disqualification of the bidder and exclusion from future dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged determined by CMD of RailTel.

Article – 10: Other Provisions

1. This pact is subject to Indian Law, Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.
2. Changes and supplements as well as termination notices need to be made in writing.
3. If the Bidder/Contractor/Concessionaire/Consultant is a partnership or a Joint Venture partner, this pact must be signed by all partners or members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid, in this case, the parties will strive to come to an agreement to their original intentions.
5. Issue like warranty / Guarantee etc. shall be outside the purview of IEMs.
6. In the event of any contradiction between the Integrity Pact and its Annexure, the clause in Integrity Pact shall prevail.
7. Any dispute/differences arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with this Pact or interpretation thereof shall not be subject to any Arbitration.
8. The actions stipulated in the integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

In witness whereof the parties have signed and executed this pact at the place and date first done mentioned in the presence of following witnesses:-

(For & On behalf of the (Principal)

(For & On behalf of Bidder/Contractor/
Concessionaire/Consultant)

Place:

Date:

Witness 1:

Witness 2:

Annexure 8: Back to Back Compliance Certificate

(To be submitted by Bidder and all members of consortium)

To
Deputy General Manager/ Marketing
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Near Railway Sports Ground
Mahalaxmi, Mumbai – 400013

Sub: Complete back to back Compliance Certificate

Ref: 1) EoI Number: _____ Dated: _____

2) Tender No: DRM-SnT-ADI-Tele05of25-26, Dt.11/06/202 and all of its addendums/ corrigendum's & published documents.

Dear Sir,

Considering reference 1 & 2 we would like to declare that we have read and understood the EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI thoroughly. We would like to give you our back to back compliance for all the tender terms and conditions, clauses, timelines, deliverables and anything explicitly mentioned in the EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI.

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone and Fax :
E-mail address :

Annexure 9: Performance Bank Guarantee Format

(For a sum of x% of the value of the contract as per RailTel's end customer RFP/tender)
(Stamp Duty to be confirmed by RailTel in co-ordination with RailTel's Legal Department)

Ref. No. :
Date :
Bank Guarantee No. :

To
<Insert complete postal address>

THIS INDENTURE made this <current date> day of <current Month> 2024, BETWEEN THE <Bank Name>, a Company incorporated and registered under the Indian companies act, 1913 and deemed to exist within the companies Act 1956, and governed by the Banking Regulation Act, 1949 and having its registered office at <Address>, and its corporate office at <Address>, India and having one of its Branch Office at <Mumbai Branch Office> (hereinafter referred to as "the Bank" which expression shall be deemed to includes its successors and assigns) of the first part and <Bidders Company Name> a company incorporated under the Indian Companies Act 1956 having its Registered Office at <Address>, Corporate Office at <Address> and its Regional Office at <Mumbai Office Address> (hereinafter referred to as 'the Contractor/s') of the second part and RailTel Corporation of India Ltd (hereinafter referred to as 'RailTel') of the third part WHEREAS the Contractor/s have submitted to RailTel EoI/Quotation for the execution of Procurement, Installation, Commissioning and Management of SDWAN for MSEDCL Field Offices up to Subdivision level vide <EoI No> Dated <Date of EoI> and the terms of such EoI/Tender/Quotation/contract require that the Contractor/s shall deposit with RailTel as the security a sum of Rs. <Amount>/- (in figures and words<in words> only Including all Taxes and contingencies and any other costs mentioned as per LOI and RailTel Terms)AND WHEREAS if and when any such EoI/Tender/Quotation is accepted by RailTel the contract to be entered into in furtherance thereof by the Contractor/s will provide that such deposit shall remain with and be appropriated by RailTel towards the security deposit to be taken under the contract and be redeemable by the Contractors/ if they shall duly and faithfully carry out the terms and provision of such contract and shall duly satisfy all claims properly chargeable against them there under AND WHEREAS the Contractor/s are constituents of the Bank and in order to facilitate the keeping of the accounts of the Contractor/s, the Bank with the consent and concurrence of the Contractor/s has requested RailTel to accept the Guarantee of the Bank hereinafter contained, in place of the Contractor/s depositing with RailTel the said sum as security as aforesaid AND WHERE AS accordingly <Bank Name>has agreed to accept claim from RailTel upon demand in writing, whenever required by him, from time to time upto <Date (contract period + 3 months)> so to do, a sum not exceeding in the whole Rs. <Amount>/- (in figures and words <in words> only incl of Tax) under the terms of the said EoI/Tender/Quotation and/ or the Contract. The Bank Guarantee is valid up to<Date (contract period + 3 months)>.

Notwithstanding anything what has been stated above, <Bank Name> liability under the above guarantee is restricted to Rs. <Amount>/- (in figures and words <in words>only incl of Tax) and guarantee shall remain in force up to <Date (contract period + 3 months)> unless the demand or claim under this guarantee is made on us and we receive in writing on or before <Date (contract period + 3 months)> all your rights under the above guarantee shall be forfeited and we shall be

released from all liabilities under the guarantee thereafter whether or not the original bank guarantee is returned to us.

In witness whereof the Bank, through its authorized Officer, has set its hand and stamp on this day of 2022 at

For <Bank Name>

For<Company Name>

Authorized Signatories

EMP No. _____

Authorized Signatories

EMP No. _____

Annexure 9 - BOQ for EOI for Provision and setup Integrated Call Centre & IP Telephony Solution at Mahatma Gandhi University of Horticulture & Forestry, Sankra, Patan, Durg (CG)

Commercial Format :-

This Commercial shall be submitted in reference to the Supply, Installation Technical & Operational Proposal and subsequent discussions and demonstration.

The commercial offer comprises the following components:

(A) One-time Capital Expenditure (CAPEX)

(B) Optional Service Cost

All prices are exclusive of applicable taxes, unless otherwise specified.

PART-A: CAPEX (ONE-TIME COST)

Sl. No.	Description	Warranty & License Subscription Period	Qty	Unit Rate (₹)	Total (₹)
1	Neox Appliance with 1 SIP Port	5 Years	1		
2	Basic Neox Dial Center & IPPBX Base Platform License	5 Years	1		
3	Basic Neox ACD & IVR License	5 Years	1		
4	Basic Neox 25 IP PBX User License	5 Years	1		
5	Startup Neox Call Centre Agent License	5 Years	3		
6	Workstation	3 Years	3		
7	Training & Go-Live Support	1 Time	1		
8	IP Phones (2 SIP Lines, 2.3" Display)	1 Year	10		
9	IP Phones (4 SIP Lines, 2.4" Display)	1 Year	5		
10	Headphone	1 Year	3		
11	Network Switch	3 Years	1		
12	5 KVA Online UPS with 1 Hour Backup	5 Years	1		
13	Network Rack - 24U	1 Year	1		
14	85" LED Display (Smart Signage)	3 Years	1		
15	Call Centre Room Preparation & Furnishing		1		
16	Open VPN Router	5 Years	1		
17	Installation, Configuration & 5 Years Support Charges		1		
		Total (Excl. Taxes)			
		GST @ 18% applicable rate			
		Grand Total (CAPEX)			

PART-B: OPTIONAL SERVICE COST

Sl. No.	Description	Period	Qty	Rate (₹)	Total (₹)
1	Startup Neox Call Centre Agent License with Managed Support Services	1 Year	1		
	GST @ 18%				
	Total:				
		Grand Total (Part -A) + (Part -B)			

Software Application, Licenses and Installation-AMC Support			
Neox Dial Center and IP PBX Base Platform	5 Years	1	Dial Center and IPPBX Base Platform Software
ACD and IVRs License	5 Years	1	ACD and IVRs License
IP PBX User License	5 Years	25	IP PBX User License
Call Centre Agent License	5 Years	3	Call Centre Agent License
Implementation, Installation and Training Charges		1	Implementation, Installation and Training
Integration with Existing CRM/enquiry management/ticketing system		1	Integration with Existing CRM/enquiry management/ticketing system
AMC Support	5 Years	1	Comprehensive AMC Support from Go-Live

***** End of the report *****