



**रेलटेल
RAILTEL**

**A Navratna CPSE
Govt of India**

RAILTEL CORPORATION OF INDIA LTD.

(A Navratna CPSE)

(एक नवरत्न केंद्रीय सार्वजनिक क्षेत्र का उद्यम)

Southern Region Office (दक्षिणी क्षेत्र कार्यालय)

6A, 6th Floor, Gumidelli Towers, Begumpet Airport Road,
6A, 6वीं मंजिल, गुमिडेली टावर्स, बेगम्पेट एयरपोर्ट रोड,
Prakash Nagar Metro Station,
प्रकाश नगर मेट्रो स्टेशन,
Begumpet, Hyderabad – 500016

बेगम्पेट, हैदराबाद – 500016

Corporate Office कॉर्पोरेट कार्यालय

Plate-A, 6th Floor, Office Tower2,
प्लेट-ए, 6वीं मंजिल, ऑफिस टावर2,
NBCC Building, East Kidwai Nagar, New Delhi-110023
एनबीसीसी बिल्डिंग, ईस्ट किदवाई नगर, नई दिल्ली-110023

www.railtel.in

Invitation for Expression of Interest

For

**“Supply & Configuration of Spare Nodes for Private Cloud and its Integration with
existing Cloud platform for RailTel’s Customer”**

**रेलटेल के ग्राहक के लिए प्राइवेट क्लाउड के लिए स्पेयर नोड्स की आपूर्ति और कॉन्फिगरेशन
तथा मौजूदा क्लाउड प्लेटफॉर्म के साथ इसका एकीकरण।**

EOI No.: RailTel/SR/SC/Mktg/2025-26/EOI/062 Dt. 23-01-2026

EOI NOTICE

अभिरुचि की अभिव्यक्ति की सूचना

RailTel Corporation of India Ltd.
6A, 6th Floor, Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड

6A, 6वीं मंजिल, गुमिडेली टावर्स, बेगमपेट एयरपोर्ट रोड, प्रकाश नगर मेट्रो स्टेशन, बेगमपेट, हैदराबाद -
500016

EXPRESSION OF INTEREST

अभिरुचि की अभिव्यक्ति

EOI No.: RailTel/SR/SC/Mktg/2025-26/EOI/062 Dt. 23-01-2026

RailTel Corporation of India Ltd., (hereafter referred to as RailTel) invites responses from **Selected** RailTel Empanelled Partner for exclusive TEAMING ARRANGEMENT for Engagement of an Agency for “Supply & Configuration of Spare Nodes for Private Cloud and its Integration with existing Cloud platform to RailTel’s Customer.”

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड (जिसे आगे रेलटेल कहा जाएगा) अपने चयनित पैनल में शामिल साझेदारों से निजी क्लाउड के लिए अतिरिक्त नोड्स की आपूर्ति और कॉन्फिगरेशन तथा रेलटेल के मौजूदा क्लाउड प्लेटफॉर्म के साथ इसके एकीकरण के लिए एक विशेष टीमिंग व्यवस्था हेतु आवेदन आमंत्रित करता है।

The details of EOI are as under विवरण निम्नलिखित हैं:

1	Date of EOI Floating ईओआई जारी होने की तिथि	23/01/2026
2	Last Date of Submission of Bid against EOI ईओआई के विरुद्ध बोली जमा करने की अंतिम तिथि	29/01/2026 by 15:00 Hours
3	Opening of Bids submitted against EOI ईओआई के विरुद्ध प्राप्त बोलियों को खोलने की तिथि	29/01/2026 at 15:15 Hours
4	Number of packets पैकेटों की संख्या	Single Stage (Single Packet System)
5	Estimated EOI Value ईओआई का अनुमानित मूल्य	Rs. 1,61,92,208.00(Incl. GST).
6	Portal for EOI Submission बोली जमा करने का पोर्टल	https://railtel.enivida.com
7	EOI EMD	EMD of Rs. 1,62,000.00 to be submitted along with the EOI through e-nivida portal or NEFT/RTGS. Bank Details (for NEFT/RTGS), RailTel Corporation of India Limited Account No: 327301010373007, IFSC Code: UBIN0805050, Bank Name: Union Bank of India, Branch address: Union Bank of India, RP Road Branch, Bungalow no 109, New No 1-7-252 to 254 Oxford Street, SD Road, Near Park Lane Center Secunderabad – 500003

	No exceptions to startups and MSMEs for EMD.
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Note:

1. The offer against this EoI is being invited exclusively from Selected partners of Nutanix who are empanelled as BA with RailTel. Only the invited partners are permitted to submit offers. Unsolicited offers from any other partners will not be entertained under any circumstances.
1. इस सूचना प्रस्ताव के संबंध में केवल नुटानिक्स के चयनित साझेदारों से ही प्रस्ताव आमंत्रित किए जा रहे हैं, जो रेलटेल के साथ बीए के रूप में सूचीबद्ध हैं। केवल आमंत्रित साझेदारों को ही प्रस्ताव प्रस्तुत करने की अनुमति है। किसी भी परिस्थिति में अन्य साझेदारों से प्राप्त अवांछित प्रस्तावों पर विचार नहीं किया जाएगा।

Bidders need to share copy of online payment bidder to share transfer details like UTR No. date and Bank along with the proposal.

बोलीदाताओं को प्रस्ताव के साथ ऑनलाइन भुगतान की प्रतिलिपि साझा करनी होगी और हस्तांतरण विवरण जैसे यूटीआर नंबर, तिथि और बैंक का नाम साझा करना होगा।

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

पात्र बोलीदाताओं से अनुरोध है कि वे इस सूचना आमंत्रण दस्तावेज़ से संबंधित सभी संचार निम्नलिखित नामित संपर्क व्यक्तियों के माध्यम से करें।

Level 1 Contact: Sh. Anujit Pal, Position: Deputy Manager/Mktg/SR
Email: anujitpal@railtelindia.com Contact: +91 9281441679.

Level 2 Contact: Sh. Nirav Vaghela, Position: Sr.DGM/Mktg/SR
Email: niravvaghela@railtelindia.com Contact: +91 9701611844

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SPECIAL CONDITIONS OF EOI

1. The offer against this EOI is being invited exclusively from partners of Nutanix empanelled with RailTel as BA. Only the invited partners are permitted to submit offers. Unsolicited offers from any other partners will not be entertained.
2. Partners are required to submit soft copy of response through Online on RailTel's e-nivida portal at <https://railtel.enivida.com> only. All documents should be duly signed by Authorized Signatories with Company seal and stamp.
3. All the documents must be submitted with proper indexing and page no.
4. If, the interested partner is OEM/Distributor of OEM/Direct Partner of OEM, it should submit the supporting document for the same.
5. Consortium not allowed.
6. Transfer and Sub-letting: The Partner/consortium has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present.
7. Partner must agree to comply with all scope of work and terms and conditions including special terms and conditions, SLA and OEM technical & Financial documentation including technical certificates/others as per EOI
8. The selected bidder has to insure the entire project on his/her own cost. The insurance certificate in favour of RailTel Corporation of India Limited (The payment to partner is subject to submission of policy document).
9. In case of cancellation of workorder from customer or part closer or short closer the payment to partner shall be restricted to the amount received from the end customer.
10. Selected partner will be responsible for facilitating RailTel to get/collect/prepare all the documentations related to end customer requirement/queries.
11. **Affidavit as per Annexure 4 & Power of Attorney should be submitted in original and hard copy within 5 working days of submission of the EOI response at RailTel Regional Office (Southern Region, Hyderabad).**

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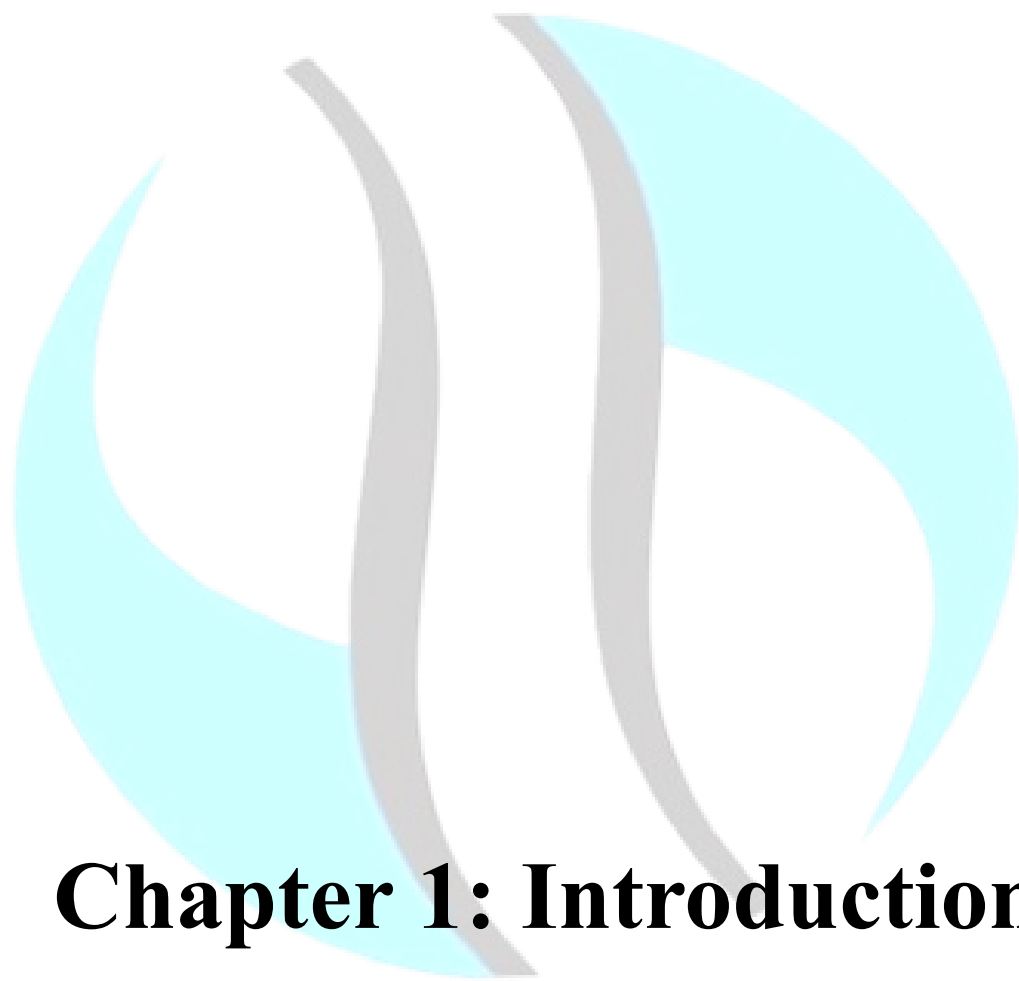
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Chapter 1: Introduction

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1.1 RailTel - Introduction

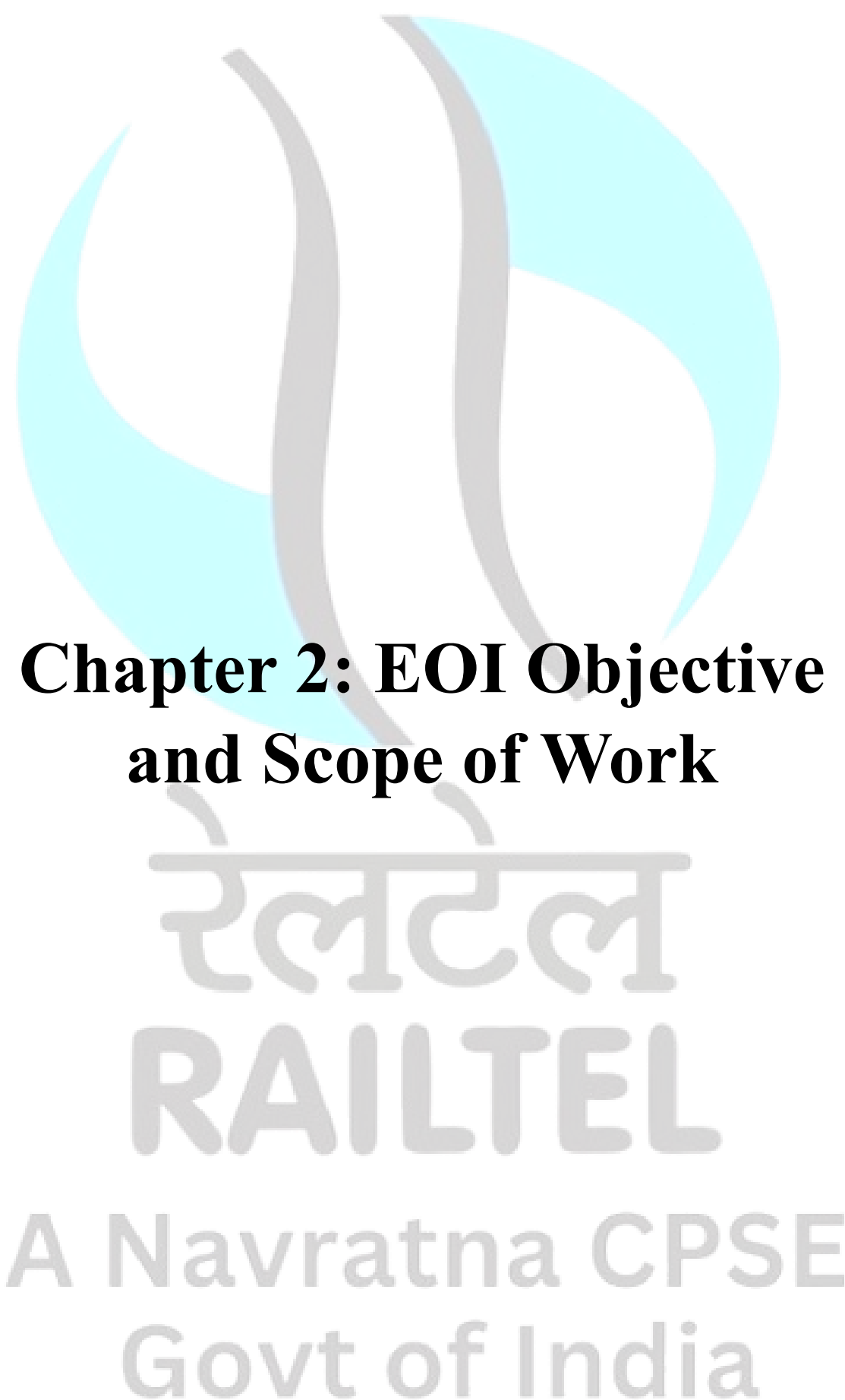
RailTel, a distinguished Nav-Ratna Central Public Sector Enterprise under Ministry of Railways, is recognised as one of the nation's most reliable end-to-end Telecom, IT, ICT, Railway Signalling solution provider. With a focus on excellence and innovation, RailTel has garnered unwavering trust as a partner in delivering cutting-edge services across sectors. RailTel is also working towards creating a knowledge society at multiple fronts and has been selected for implementation of various mission-mode projects for the Government of India in the telecom field. With a team of highly skilled and seasoned experts in Telecom, Signalling and IT, along with an extensive nationwide infrastructure, RailTel possesses the ability to deliver digital transformation services across the country and beyond border.

The ongoing wave of digitalisation is creating new prospects for companies like RailTel. In the specific context of the telecom sector, the advent of 5G is a significant growth factor. The demand for network and allied infrastructures is poised to propel RailTel's business forward. With our experience in setting-up and running Tier-3 Data Centres and cloud office, RailTel is implementing Data Centre services like cloud deployments for various customers. Thus by, leveraging RailTel's network infrastructure, data centres, security operation centre and in house capabilities, RailTel is helping in digitalisation by providing comprehensive ICT services. In essence, RailTel's goal is to be a supportive partner in guiding its customers through their Digital transformation endeavours.

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. 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).

RailTel's various operations are certified for, ISO 27001:2022-Certified for Information Security Management System, ISO 20000-1:2018-Certified for Information Technology Service Management System, ISO 9001:2015-Certified for Quality Management System, ISO 27017:2015 Certified for Information Security for Cloud Services, ISO 27018:2019-Certified for Data Privacy in Cloud Service, ISO 27033-Certified for Network Security, ISO 14001:2015-Certified for Environmental Management System Standard, ISO 17024:2012-Certified for Telecom Services, Railway Signalling & Telecom Training, Design Testing and Licensing Services and CMMI Maturity Level – 5 - Certified for Process Improvement. The RailTel's Data Centres are Tier-III (Design & Facility) certified.

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Chapter 2: EOI Objective and Scope of Work

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2.1 Objective of EOI

RailTel has Supplied, Installed & Commissioned of Software Based Hyper Converged Infrastructure at RailTel's Customer place. RailTel received order from customer for Supply & Configuration of Spare Nodes for Private Cloud and its Integration with existing Cloud platform". Hence, This Expression of Interest (EOI) is intended to identify System Integrator with the technical and operational capability, to Supply & Configuration of Spare Nodes for Private Cloud and its Integration with existing Nutanix Cloud platform to RailTel's End Customer.

2.2 Scope of Work

2.2.1. Hardware

- i. Supply of 5 Nos of Server Hardware compatible with Nutanix based Private Cloud
- ii. Installation & Commissioning Services
 - a. Mounting of Servers in rack
 - b. Configuration of BIOS, RAID/R2 as required
 - c. Installation & Configuration of Operating System, Hypervisor, Private Cloud Platform etc
- iii. The detail specification of the Hardware is provided in Annexure-12

2.2.2. Software

- i. Supply of Nutanix based Private Cloud Software licenses for 5 Nodes comprising of 240 CPU Cores
- ii. The Private Cloud software license shall be valid for three-year period.
- iii. The detail specification of the software is provided in Annexure-12

2.2.3. Configuration & Deployment

- i. Establish a new Private Cloud Cluster (5 Node) with supplied hardware and software with usable storage of 50 TB. The storage shall have enterprise data features like compression, encryption, de-duplication, erasure coding etc.
- ii. Integration of the new Private Cloud Cluster with the existing RailTel's Customer Cloud Infrastructure (including Management Server).
- iii. Integration with existing ToR Switches / Datacenter Network with necessary configuration and no single network path of failure.

- iv. Demonstration of following features/facilities:

2.3.iv.1. Migration of VMs across Main DC and DR-DC at Hyderabad.

2.3.iv.2. Data De-duplication, compression & encryption.

2.3.iv.3. Migration of Existing Workloads at Hyderabad. It may be noted that many workloads are already virtualized. About 10 VMs to be migrated across Main DC and DR-DC.

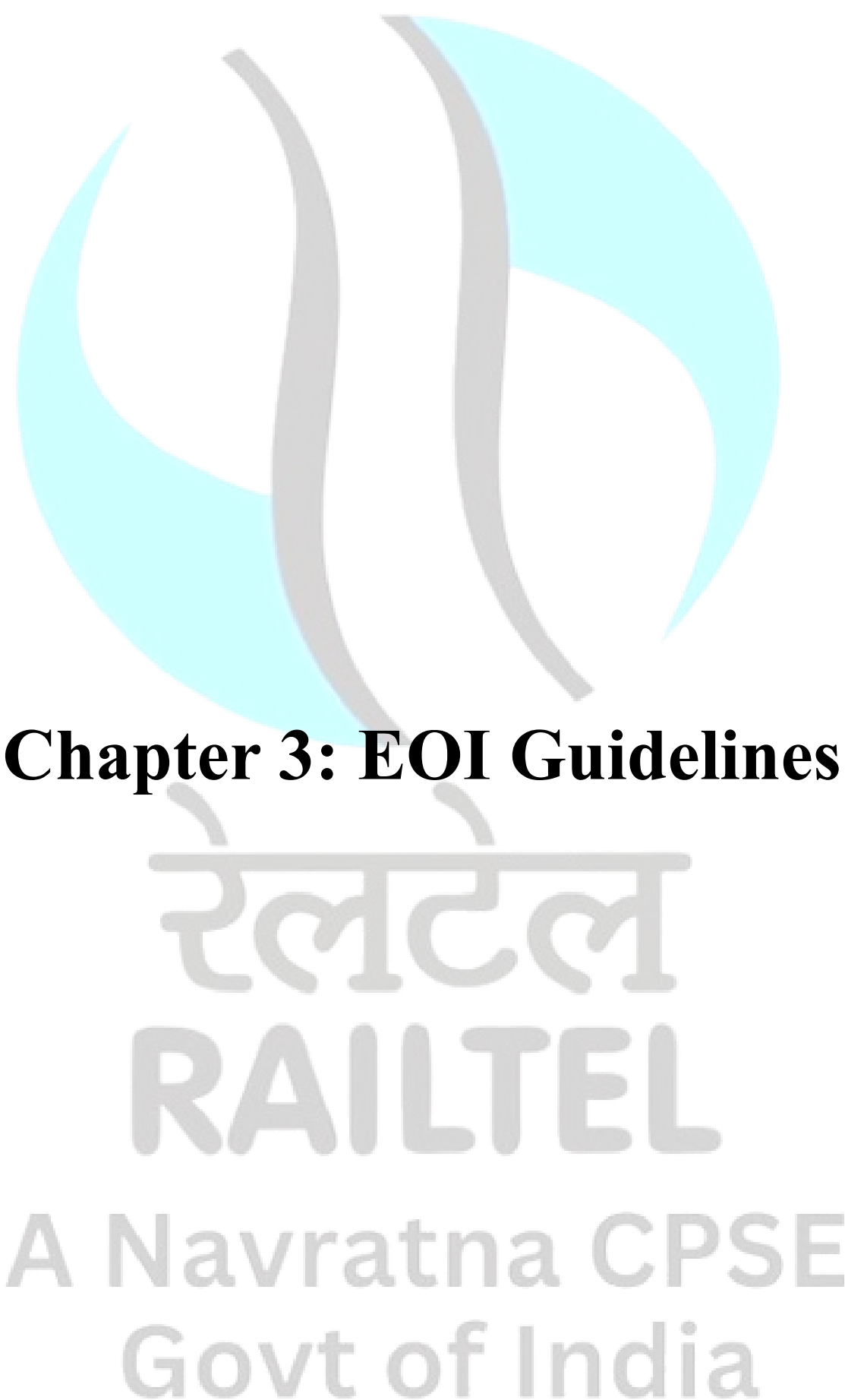
2.2.4. Terms & Conditions

- i. **General**
- ii. The complete system shall be Deployed, Maintained and Supported inside RailTel's Customer premises and no Remote connectivity shall be provided for troubleshooting or servicing.
- iii. Contractor shall arrange 2 days training to RailTel's Customer resources. The training shall be arranged at Hyderabad and shall cover Administration and Configuration of the Private Cloud. Trainer shall be OEM certified.

2.2.5. Warranty

- i. The Private Cloud software shall be covered under warranty for three-year period.
- ii. Bi-annual onsite visit of OEM certified professional for health check and fine tuning of Private Cloud system.
- iii. During the entire software warranty period, all software upgrades, updates and patches together with installation procedure shall be supplied through digital delivery. Unlimited Telephonic/E-Mail support shall be provided by the software vendor during the three-year period.
- iv. During this period supplier shall attend to all complaints within 4 hours on all RailTel's Customer working days (six-day week).
- v. During the warranty period any hardware failure at headquarters shall be rectified by next business day unless the HA cluster is down in which case the rectification shall be within 24 hours.
- vi. During the warranty period, the contractor shall deploy resources for resolving any hardware or software issues which involves downtime of more than 1 day.
- vii. No remote access shall be given for any remote diagnostics. Any and all diagnostics and configurations shall be done from Hyderabad headquarters.

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Chapter 3: EOI Guidelines

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3.1 EOI Guidelines

3.1.1 Language of Proposal:

The proposal and all correspondence and documents shall be written in English only.

3.1.2 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 partner or Partner or without any obligation to inform the affected partner or partners about the grounds for RailTel's action.

3.1.3 EOI response Document:

The partner 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 partner's risk and may result in rejection of its bid without any further reference to the partner.

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

Partner has to agree to comply with all scope of work and terms and conditions including special terms and conditions, SLA and OEM technical & Financial documentation including technical certificates/others as per EOI.

3.1.4 Period of Validity of bid and Bid Currency

Bid shall remain valid for a period of 120 days from the date of EOI Bid submission.

3.1.5 Bidding Process

Online mode through RailTel's e-nivida portal. Single packet system.

3.1.6 Bid Earnest Money (EMD)

3.1.6.1 The Partner shall furnish a sum as given in EOI Notice in the form of BG/DD/online transfer.

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

3.1.6.3 In case of sole partner/ consortium offer is selected for bidding, sole partner/consortium has to furnish Earnest Money Deposit (for balance amount as mentioned in the customer's Bid as and if applicable) for the bid to RailTel. The selected Partner shall have to submit a Bank Guarantee against EMD in proportion to the quoted value/scope of work to RailTel before submission of bid to end customer as and if applicable.

3.1.6.4 Return of EMD for unsuccessful Partners: EOI EMD of the unsuccessful Partner shall be returned without interest after completion of EOI process.

3.1.6.5 Return of EMD for successful Partner: EOI-EMD & Earnest Money Deposit (balance proportionate EMD) of the successful partner 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. 6.2) from Partner whichever is later (if applicable).

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

- 3.1.6.6.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Partner withdraws his offer or modifies the terms and conditions of the offer during validity period.
- 3.1.6.6.2 In case of non-submission of SD/PBG (as per clause no. 6.2) lead to forfeiture of EOI EMD, EMD (balance proportionate EMD) if applicable and or suitable action as prescribed in the EMD Declaration shall be initiated as applicable.
- 3.1.6.6.3 If MSE (Only manufacturers of Goods and Service Providers for Services are eligible for Exemption and Traders are excluded from the purview of this) are exempted for EMD (If mentioned in NIT (Page 2 of EOI)). All MSEs seeking exemption for EMD have to submit notarized Bid Security (**Mandatory**) as per Annexure 16.

3.2 Performance Bank Guarantee (PBG) (Detailed in 6.2)

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

3.2.2 As per work share arrangements agreed between RailTel and Partner the PBG will be proportionately decided and submitted by the selected Partner/consortium.

3.3 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at <https://railtel.enivida.com> specified in the preamble not later than the specified date and time mentioned in the preamble.

3.4 Modification and/or Withdrawal of EOI response

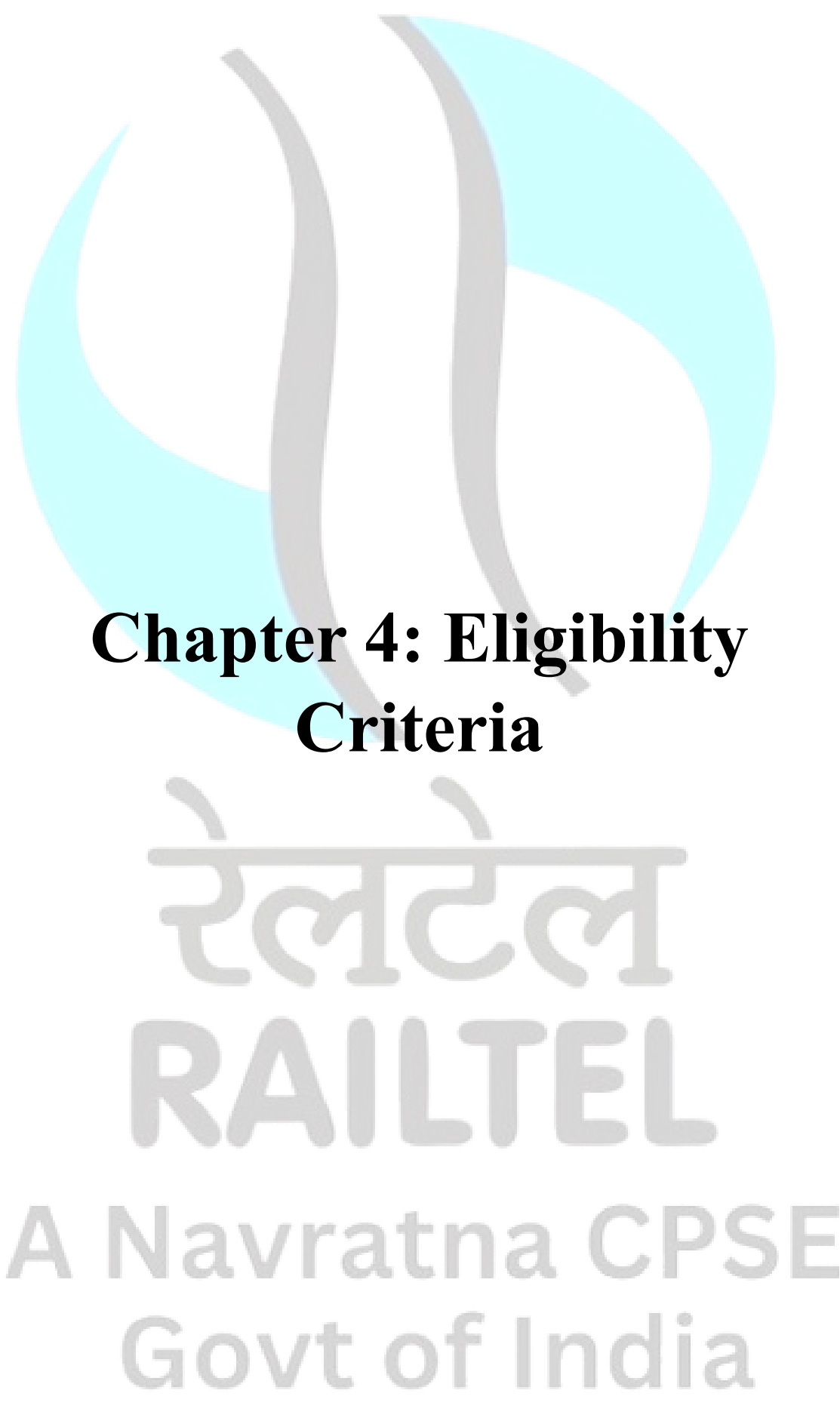
EOI response once submitted will be treated, as final and no modification will be permitted except with the consent of the RailTel. No Partner shall be allowed to withdraw the response after the last date and time for submission. The successful Partner will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful Partner, the Earnest Money Deposit shall be forfeited, and all interests/claims of such Partner shall be deemed as foreclosed. RailTel may also consider for blacklisting of partner for 5 Years.

3.5 Clarification of EOI Response

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

3.6 Period of Association/Validity of Agreement

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



Chapter 4: Eligibility Criteria

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4.1 Partner's Profile

The partner shall provide the information of the below table on company letterhead:

SN	ITEM	Details
1.	Full name of Partner'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/Director of the partner's organization, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this EOI	
5.	Name, designation and full address of the person dealing with the EOI to whom all reference shall be made regarding the EOI enquiry. His/her telephone, mobile, Fax and email Address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

4.2 Eligibility Criteria for Bidding Business Partner of RailTel

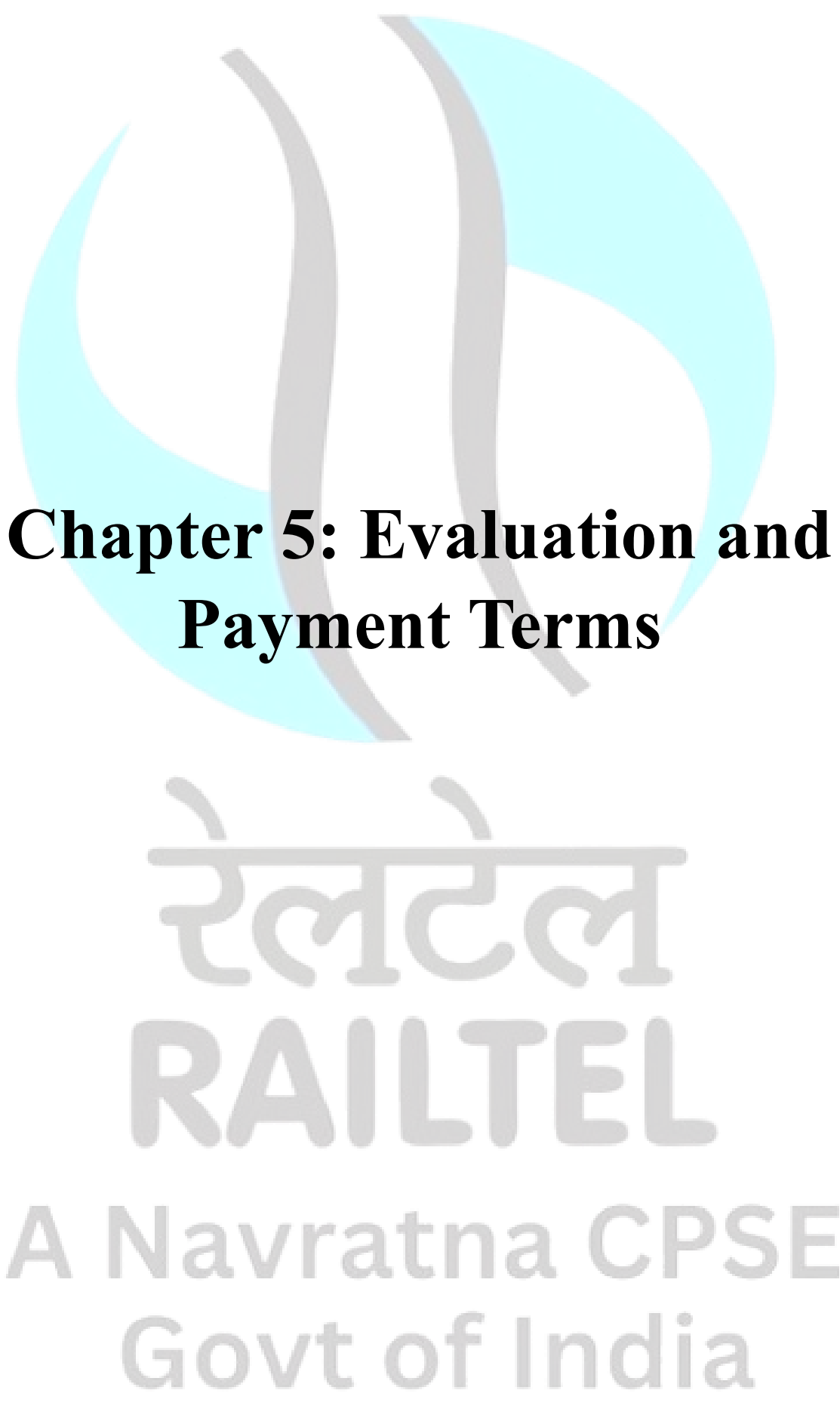
SN	Description	Documents to be uploaded
A) General Eligibility		
1	RailTel's Empanelled Partners and Prospective Partners who have applied before floating of this EoI for Empanelment with RailTel only.	Empanelment letter issued by RailTel and Copy of Valid PBG/Payment Proof of empanelment security deposit.
2	a) Should be an organization registered under the provisions of the Indian Companies Act, 2013/ Companies Act, 1956 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008 or an organization registered under society Act. b) Registered with the Income Tax Authorities c) Registered with GST Network d) Should have been operating for the last 3 years as on date of bid submission (applicable only for non-MSE bidders).	a) Certificate of Incorporation/Registration Certificate b) Copy of PAN Card. c) Copy of GST registration certificate. d) Letter from Company Secretary/ Statutory Auditor for operating business for last 3 years as on date of bid submission. e) MOA and AOA.
3	Cover letter of the bid with valid authorization details of the person(s) signing the bid document as on date of id submission.	a) Cover letter signed by an authorized signatory of the bidder as per Annexure 1 b) Power of Attorney (POA) on Non-Judicial stamp paper of Min Value of Rs. 100/- along with Board Resolution.

4	Notarized Affidavit as per Annexure 4 (Bids without Notarized Affidavit as per Annexure 4 will be summarily rejected)	Notarized Affidavit as per Annexure 4
B) Financial Eligibility		
5	The bidder should have minimum cumulative turnover from operations in the previous 3 financial years and the current financial year at least 2.40 Crs.	Copy of the audited financial statement for required financial years. Audited Accounts (Balance Sheet and Profit and Loss Account) with Certificate from CA/CS/Cost Accountant with valid UDIN for last 3 FYs and current financial year.
C) Technical Eligibility		
6	The bidder must have successfully completed any of the following Similar Projects during last 5 years ending last day of month before the one in which EOI is invited: Three Project works each costing not less than 48.58 Lakh. (Incl. GST) Or Two Project works each costing not less than 64.77 Lakh. (Incl. GST) Or One Project work costing not less than 97.15 Lakh (Incl. GST) Projects must be for Government/PSUs or public-listed clients or private firms and must be supported by relevant work orders and completion certificates or equivalent documentation.	Work Order and Completion Certificate from user department indicating the date of completion of work, value of work & nature of work.
7	MAF from OEM	As per Annexure 7
8	Undertaking that bidder will not submit directly or indirectly their bids/offer and techno-commercial solution/association to RailTel's End Customer once selected in this EOI for teaming arrangement with reference to this requirement.	Undertaking on Company's letter head.

Definition of Similar Project:

- Supply, Installation, Testing, Commissioning of Nutanix based HCI Nodes. Or
- Supply, Installation, Testing, Commissioning of Servers.

All the (applicable) attached Annexures and Forms in Chapter – 7 should be submitted along with EOI response.



Chapter 5: Evaluation and Payment Terms

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5.1 Evaluation Criteria

- 5.1.1 The Partners are first evaluated based on the Eligibility Criteria as per chapter 4 above.
- 5.1.2 The Partner who fulfils the Eligibility criteria of Bidding sole partner/ consortium shall be further evaluated based on Technical Evaluation and Financial evaluation.
- 5.1.3 For the opened bid as per outcome of the Eligibility criteria above, the partner will be selected on the lowest quote (L-1) basis for complete 'Scope of Work' as mentioned in the EOI document and documents of technical specifications of End Customer, subject to the respective overall bid complies to the requirements of this EOI. The so selected partner will be termed as 'Commercially Suitable Partner (hereafter referred to as 'PARTNER')'. It is re-mentioned that the final selection of PARTNER will be on the L-1 basis only.
- 5.1.4 RailTel reserves the right to have negotiation with the PARTNER at any stage before issuing Work Order.
- 5.1.5 The Partner with lowest commercial (L1) offer will be selected for teaming arrangement for optimizing technical and commercial solution to end customer.
- 5.1.6 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 Partner as per RailTel policy for shortlisting partner against this EOI.
- 5.1.7 All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable

5.2 Project Delivery Schedule

The Work should start within 5 days of receipt of work order and to be completed within T+ 90 Days.

T- The date on which RailTel places WO/LOA to successful bidder.

5.3 Payment Terms

5.3.1 Payment will be on 'back-to-back' basis and as per the payment terms mentioned in the pertinent End Customer's Work Order.

5.3.2 Payment will be released after receiving the invoice for the work / services and after RailTel has received the payment from End Customer for the same work / services. Any deduction/Penalties levied by End Customer on invoices of RailTel will be carried back-to-back in value terms and will be deducted from PARTNER's invoices, subject to the cause to deduction / penalty is due to deviation in terms and conditions of service standards by the PARTNER

5.3.3 Invoices should be submitted to RailTel on RailTel's BTS portal <https://bts.rcil.gov.in>

5.3.4 Payment for Private Cloud Hardware: 75% of amount on supply & installation of all 5 Nos. 25% on Deployment completion.

5.3.5 Payment for Private Cloud Software: 75% on supply & installation of Software and Licenses. 25% on Deployment completion.

5.3.6 Payment for Deployment: 100% after completion of deployment.

5.3.7 The Security Deposit @ 2.5% of work order value will be recovered from the Running account bills as well as final bill of the contract till full SD is covered and will be released after

three months from the date of completion of the work or after payment of final bill whichever is later. Income tax and TDS under GST will be recovered as per prevailing rules.

Documents list required at the time of payment/invoice submission by selected partner shall be: -

- PO copy issued to selected vendor.
- Submission/Declaration of applicable BG amount against PO issued to selected partner/vendor.
- Original Invoice for the period claimed.
- Certified Proof of Completion of Work from RailTel's Representative & Certified Proof of Completion of Work from RailTel's End Customer.
- TDS declaration (Income Tax Declaration – TDS ON Software/Licenses Sales Under Notification No. 21/2012 [F.No.142/10/2012-SO (TPL) S.O. 1323(E), Dated 13-6-2012).
- PAN, GST Registration Certificates.
- Insurance Copy (if applicable)

LD/Penalty and any cess levied by customer on RailTel will be deducted from Partner in value terms.

#Payment will only be released once proof of submission of GSTR-1 and GST-3B is submitted for claimed invoice.

#The last bills shall be settled after the end of the contract period after adjusting all outstanding dues.

#No interest is payable at any amount whatsoever.

5.4 Bill Passing Authority

RailTel's authorized representative as mentioned in Work Order/Agreement

5.5 Bill Paying Authority

RailTel's authorized representative as mentioned in Work Order/Agreement

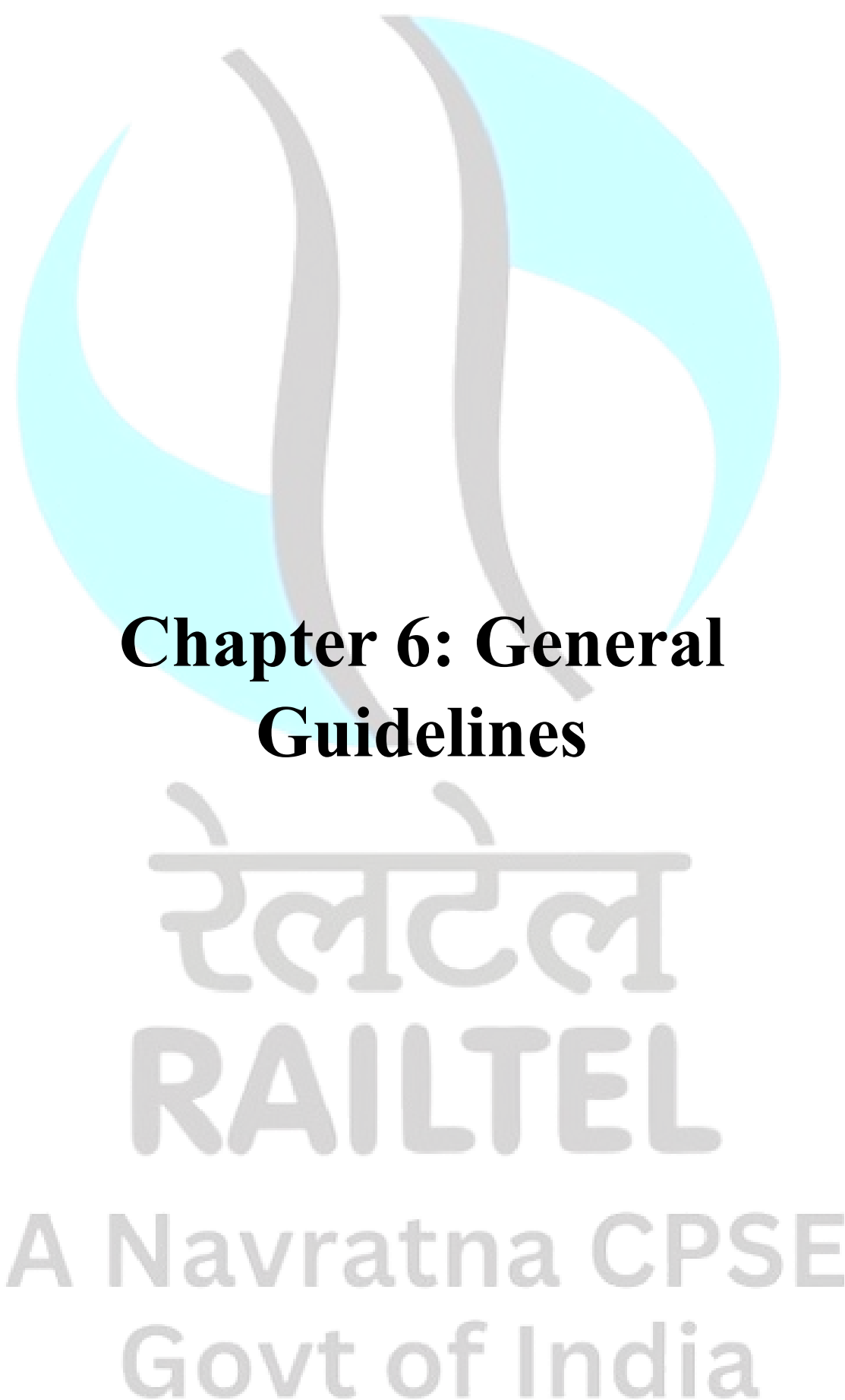
5.6 Delivery Location

The delivery location will be informed to the selected bidder along with Work Order.

5.7 Submission of Bills

Invoices to be submitted along with necessary reports including SLA's details duly certified by designated official of Customer End and RailTel. Payment will be made based on the timelines and payment milestones of subject work.

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Chapter 6: General Guidelines

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6.1 Service Level Agreement (SLA)

The selected partner will be required to adhere to the SLA as given in EOI for given scope of work and the SLA breach penalty will be applicable back – to – back on the selected partner on value terms. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified in the EOI. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement PSA/MSA/SLA also included.

Note: LD/Penalty and any cess levied by customer on RailTel will be deducted back – to – back from Partner in value terms

The successful bidder will be required to adhere to the SLA as given as per the LOA. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified in the LOA.

6.2 Performance Bank Guarantee (PBG)

- 6.2.1 In case of successful participation the PARTNER shall at its own expense, deposit PBG within fifteen (15) days of the notification of award (done through issuance of the Purchase Order / Work Order/ LOA etc.) and communicated through email, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized/ Commercial Scheduled Indian Bank (either private or PSU) but not from any co-operative bank or NBFC as per the format enclosed in this EOI, payable on demand, for the due performance and fulfilment of the contract by the PARTNER. This PBG will be for an amount of '5%' of the contract value. The claim period should be one year more than the expiry date. All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the PARTNER. Besides, if the total BG amount comes upto ₹5 Lakhs, then same may be deposited through DD/RTGS/NEFT. Along with submission of PBG, PARTNER needs to submit PBG issuing bank's SFMS report.
- 6.2.2 Under SFMS system, a separate advice of the Bank Guarantee (via SFMS IFN760COV) to be sent to advising bank (RailTel's Bank) through SFMS by the issuing Bank (Applicant's Bank), after which the paper Bank Guarantee would become operative. Similar process to be followed for Bank Guarantee amendment/extension also and separate advice (via SFMS IFN767COV) advising bank (RailTel's Bank) through SFMS by the issuing Bank (Applicant's Bank).
- 6.2.3 PBG should have validity of **48 months**. The PBG may be discharged / returned by RailTel upon being satisfied that there has been due performance of the obligations of the PARTNER under the contract. However, no interest shall be payable on the PBG. In the event, PARTNER being unable to service the contract for whatsoever reason, RailTel would invoke the PBG at its discretion. 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 PARTNER's failure to complete its obligations under the contract. RailTel shall notify the PARTNER in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the PARTNER is in default.
- 6.2.4 RailTel shall also be entitled to make recoveries from the PARTNER's bills, PBG or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

- 6.2.5 If the service period gets extended by virtue of extension of same by End Customer, PBG should also be extended accordingly.
- 6.2.6 During the contract period, RailTel may issue Purchase Order(s) for the additional services ordered by End Customer (in case) to RailTel.
- 6.2.7 In case the End Customer sought PBG of the contract in the terms of Indemnity Bond from RailTel, the selected partner has to provide the equivalent value PBG from scheduled Bank to RailTel. No Indemnity Bond from Selected Partner will be accepted in lieu of PBG from Scheduled Bank.
- 6.2.8 In case End Customer has sought any other types of PBG in this contract at present or in future or else Integrity Pact PBG (presently or in future), same remain applicable on selected Partner/Consortium. The said PBG will be issued by Selected Partner from Scheduled Bank favoring RailTel Corporation of India Limited. No Indemnity Bond in lieu of such PBG will be accepted by RailTel.
- 6.2.9 If End Customer ask for submission for value more than 10% of contract value, same also needs to be submitted by the selected Partner /Consortium.
- 6.2.10 PBG will be discharged/released only after receipt of RailTel's PBG from RailTel's End Customer.

6.3 Insurance

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

6.4 Liquidity Damages (LD)

LD/Penalty & any cess, levied by customer on RailTel will be deducted back – to – back from Partner in value terms.

For all liquidity damages mentioned above are exclusive of GST. Final deduction will include GST values.

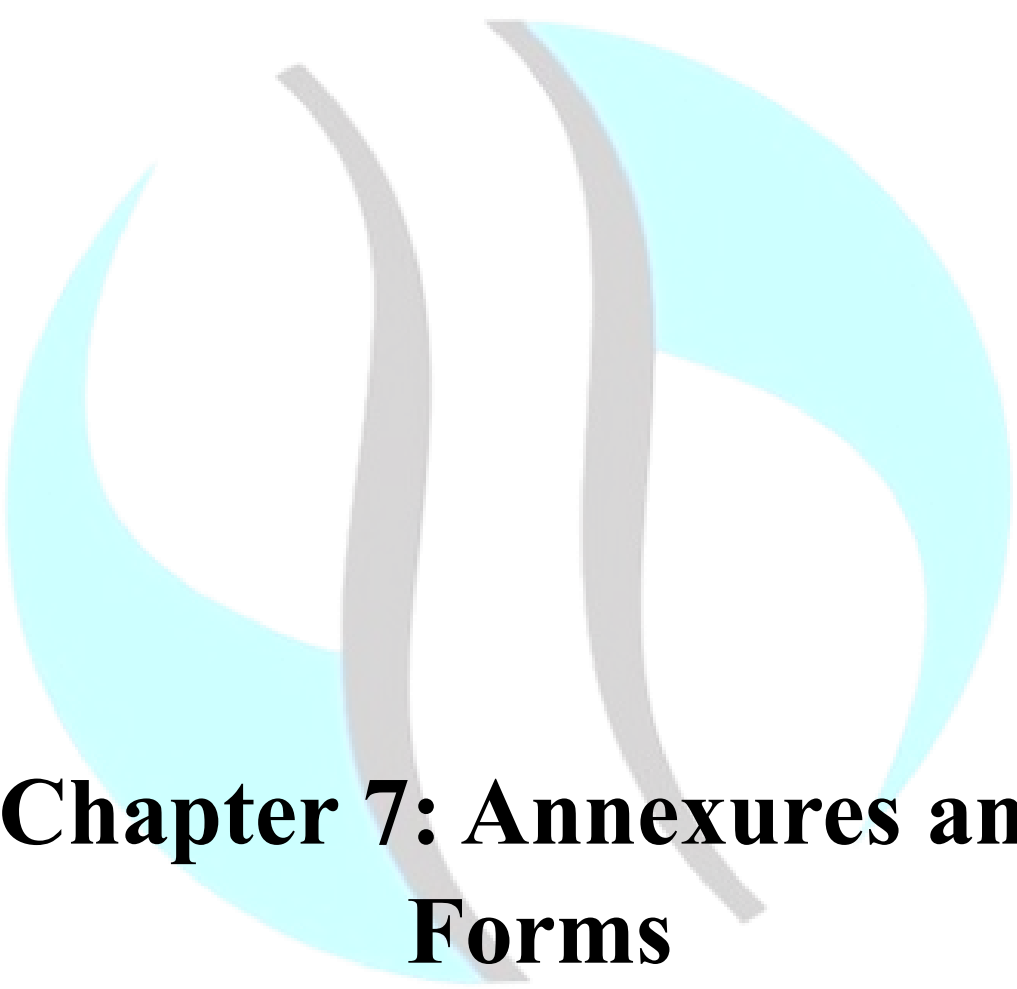
In the event of the successful bidder's failure to adhere to the project delivery timelines in the contract, RailTel may deduct liquidated damages and not by way of penalty, the sum of 0.5% of the delayed portion value for every week of delay occurred in supply/work, to a maximum of 5% of the total contract value excluding taxes. Once the maximum value of LD is reached, RailTel will have the right to terminate the contract with 3 months' notice and carry out the work through another contractor at the risk and cost of the successful bidder.

6.5 Termination

In case Bidder/Selected Partner fails to execute the terms and conditions of the contract, RailTel will have the right to terminate the contract with 3 Months' notice and carry out the work through another contractor. In such circumstances all the security/BG will be forfeited by RailTel.

6.5 Delivery and Inspection

- 6.5.1 Delivery, Installation and Commissioning Period: As per RailTel's Project Delivery Schedule.
- 6.5.2 All the material should be made available for Inspection by RailTel nominated person/agency if required.
- 6.5.3 Partner will be custodian of all the material till installation and commissioning of system.



Chapter 7: Annexures and Forms

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Annexure 1 - Format for COVERING LETTER

(to be submitted by sole partner/lead partner in case of consortium)

COVERING LETTER (To be on company letter head)

EoI Reference No:

To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016

Dear Sir,

Sub: Participation in the EoI process

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

Authorized Sign and Stamp

Name:

Designation:

Place:

Date:

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Annexure 2 - Format for Self-Certificate & Undertaking

Self-Certificate (To be on company letter head)

EoI Reference No:

To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016

Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliances

- 1) Having examined the Technical specifications mentioned in this EOI & end customer EOI, 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 EOI 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 sole partner/ 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/ 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 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 teaming arrangement (before and after submission of bid to end customer organization by RailTel)

Authorized Sign and Stamp

Name:

Designation:

Place:

Date:



Annexure 3 - Undertaking for not Being Blacklisted/Debarred

(On Company Letter Head)

EoI Reference No:

To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016

Subject: Undertaking for not Being Blacklisted/Debarred

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

Authorized Sign and Stamp

Name:

Designation:

Place:

Date:

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Annexure 4 - Affidavit

AFFIDAVIT

*(TO BE UPLOADED BY SOLE PARTNER/ ALL CONSORTIUM PARTNERS ALONGWITH THE EOI DOCUMENTS) (To be executed in presence of public notary on non-judicial stamp paper of the value of Rs. 100/-. The paper must be in the name of the Partner) ***

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

1. I/we the Partner (s), am/are signing this document after carefully reading the contents.
2. I/we the Partner (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.railtel.enivida.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 business for five years on entire RailTel. Further, I/we (insert name of the Partner) ** 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 partner

Verification

I/We named 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

Place:

Dated:

Seal and signature of the partner:

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

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Annexure 5 - Non - Disclosure Certificate

To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016

Dear Sir,

Sub: EOI Reference No: Dtd.

A. This is in response to the Invitation for EOI for “Selection of Business Associate/Partner(s) from RailTel’s empaneled BAs for the requirement of customer of RailTel (CoR) “ _____ ”

B. During the course of the above negotiations RailTel (including its affiliates) may in conjunction with the said purpose and for our mutual benefit, disclose to us certain information being proprietary and/or of a confidential nature and/or sensitive;

C. We and our affiliates wish to ensure the protection and secrecy of RailTel’s confidential information which may be disclosed, received or granted access to by RailTel and wish to reduce to writing, our confirmation in this respect.

With regard to the above said purpose, we hereby covenant, warrant and confirm as follows:

1.1 NON-DISCLOSURE & CONFIDENTIALITY

We agree and undertake to regard and preserve as Confidential Information provided by RailTel or which may be disclosed, received or granted access to by RailTel or come to the knowledge of us in any manner in connection with the negotiations for the possible business relationship.

(a) In maintaining the Confidential Information here under we agree that we shall not, without first obtaining the written consent of RailTel, disclose or make available to any person, firm or enterprise, reproduce or transmit, or use (directly or indirectly) for our own benefit or the benefit of others, any Confidential Information avian except that we may disclose any Confidential Information to its Directors, officers, employees, or advisors on a "need to know" basis to enable them to evaluate such "Confidential"

(b) We shall ensure that our employee(s) and/ or person(s) shall maintain confidentiality with regard to the disclosed Confidential Information, if any, and shall issue suitable instructions and/ or get suitable written undertakings or agreements executed to bind our employees and/or person(s) to the same obligations of confidence and safeguarding and to adhere to the confidentiality/ non-disclosure terms contained herein.

(c) Save and except for the purposes mentioned in clause (a) above we further agree that we will not part with/ disclose any "Confidential Information" received by us to any other person directly or indirectly nor make copy(ies) or reproduce in any way (including without limitation store in any computer or electronic system any written material/ documents containing "Confidential Information" and such written material/ documents will be retained under strict confidentiality by us.

(d) We further agree to exercise the same degree of care that we exercise to protect our own Confidential Information of a like nature from unauthorized disclosure, but in no event shall a less than reasonable degree of care will be exercised by us.

1.2 We acknowledge and agreed that information shall not be considered "Confidential Information" to the extent, that such information:

(a) At the time of disclosure was in the public domain; or

- (b) Is already known to us free of any confidentiality obligation at the time it is obtained from RailTel; or
- (c) After disclosure is or becomes publicly known or available through no wrongful act of ours; or
- (d) Is right fully received from a third party without restriction; or
- (e) Is approved for release, disclosure, dissemination or use by written authorization from RailTel; or
- (f) Is required to be disclosed pursuant to a requirement of a governmental agency or laws as long as we provide RailTel with timely prior written notice of such requirement and provide all reasonable co-operation in regard to taking protective action against such disclosure requirement; or
- (g) Is disclosed after expiry of 5(five) years from the date of signing of this certificate. However, before we disclose any Confidential Information under clause 6, we (to the extent permitted by law) shall use our best endeavor to inform RailTel of any circumstances and the information that will be disclosed.

1.3 We further agree and undertake not to disclose the information marked “Confidential Information” of RailTel to our agents or Bidders without prior written approval from RailTel and without having first to obtain from each agent or Bidder a separate written agreement or undertaking binding them to the same obligations of confidence and safeguarding.

1.4 We further agree that at the request of RailTel, we shall promptly (and in any case, within 15 days of request), deliver to the RailTel all copies of the Confidential Information in its possession or under its direct or indirect control or shall destroy all memoranda, notes and other writings prepared by us or our affiliates, Directors, officers, employees or advisors to the extent the same are based on the confidential information with a written statement to the effect that upon such return we have not knowingly retained in our possession or under our control, either directly or indirectly, any information or copies of such (other than Confidential Information embedded in our records).

1.5 The confidentiality obligations set out herein above shall survive any such return or destruction of Information.

1.6 Except as specifically provide adhere in, disclosure of confidential information by us pursuant thereto shall not be deemed to grant or, any rights, interest or property in such confidential information and accordingly we agree that we will not directly or indirectly claim or submit any application for grant of any patent, copyright, design right or other intellectual property rights in, to on the basis of the confidential information.

1.7 We hereby acknowledge and agree that in the event of a breach or threatened breach by us of the provisions herein, RailTel may have no adequate remedy in money or damages and accordingly notwithstanding anything contained in clause 4 hereof, RailTel shall be entitled to seek injunctive relief against such breach or threatened breach by us: provided, however, no specific action in this confidentiality certificate of a specific legal or equitable remedy shall be construed as a waiver or prohibition of any other legal or remedies in the event of a breach or threatened breach of this certificate and the remedies specified herein shall be in addition to all other reliefs and remedies available to RailTel under prevailing laws.

Signature with seal:

Name:

Designation:

Date:

Annexure 6 - EMD (as BG) Format (Not Applicable)

BG NO:

Issuance Date: dd/mm/yyyy

BG Amount: Rs.

Expiry Date: dd/mm/yyyy

Claim Expiry Date: dd/mm/yyyy

In consideration of the RailTel Corporation of India Limited, (CIN: L64202DL2000GOI107905) having its registered office at Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi - 110023 (Here in after called RailTel) having agreed to exempt Partner Name (CIN:) having its registered office at Partner's address (Here in after called "the said Contractor(s)") from the demand, under the terms and conditions of EOI NO. made between RailTel Corporation of India Limited and Partner Name for (here in after called "the said Agreement") of security deposit for the due fulfilment by the said contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. /- (In Words).

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

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

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

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

YYYY (Claim Expiry Date.) We shall be discharged from all liability under this Guarantee thereafter.

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

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

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

Date:

Place:



Annexure 7 - MAF

MANUFACTURERS' AUTHORIZATION FORM

(To be obtained and submitted by bidder for each OEM separately whose solution/systems/services are proposed in this EoI)

EOI No.:

Date:

To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016

Dear Sir:

Ref: EoI No:

1. We, who are established and reputable manufacturers / producers of having factories/ development facilities at (address of factory / facility) do hereby authorize to submit a Bid and sign the contract with you against the above EoI.

2. We hereby extend our full warranty and support in accordance with the terms of the above EoI for the Products and services offered by the above ABP against the above RFP. Support (Warranty and AMC) shall be on-site and comprehensive in nature having back to back support from us. In case Service Provider/ABP fails to provide Warranty and AMC or out of service due to any reasons, then we shall either provide ourselves or make alternative arrangement for the Warranty/ Service/AMC of the Product(s) as required in accordance with the terms and conditions of the above EoI, at no extra cost and to the satisfaction of the Bank.

3. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products supplied by the ABP:

(a) Products such as the Bank may opt to purchase from the ABP, provided, that this option shall not relieve the ABP of any warranty obligations under the EoI; and

(b) In the event of termination of production of such Products:

i. advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and

ii. following such termination, furnishing at no cost to the Bank, operations manuals, standards and specifications of the Products, if requested.

4. We duly authorise the said ABP to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

5. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we are not from such a country or if from a country, has been registered with

competent authority. We certify that we fulfil all the requirements in this regard and our ABP is eligible to participate in the above EoI.

6. We have gone through the EoI and customer RFP and agree with all the terms and conditions.

Yours faithfully,

(Name of Manufacturer / Producer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.



Annexure 8 - Self declaration against corrupt and fraudulent practice

(To be submitted on the letterhead of the Partner)

To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016

Ref: EOI No.:

Sub: Self declaration of not being under Ineligibility for corrupt and fraudulent practice

Dear Sir/Madam, we have examined the EoI document, we, the undersigned, herewith submit our response to your EoI no.: dated for

I. We have read the provisions of the EoI document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our EoI shall not be given effect to.

II. We agree to abide by this EoI, consisting of this letter, the detailed response to the EoI and all attachments, for a period of 180 days from the date of submission of the bid.

III. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

IV. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this EoI.

V. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

VI. We understand you are not bound to shortlist / accept any EoI you receive.

Sincerely,

Signature of Authorized Signatory and Seal of the Partner Name:

Designation:

Date:

Annexure 9 - NIL Deviation Compliance Undertaking

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

To,
The Principal Executive Director,
RailTel Corporation of India Ltd.,
1-10-39 to 44, 6A, 6th Floor, Begumpet Airport Road,
Opp. Shoppers Stop, BEGUMPET, HYDERABAD- 500 016

EoI Reference No.:

Sub: NIL Deviation Compliance

Over and above all our earlier confirmations and submissions as per your requirements of the EoI, we confirm that,

1. All proposed in scope are compliant to the technical specifications of the equipment as mentioned in the latest version of the specifications in the EoI.
2. We hereby certify that the hardware and software (if applicable) mentioned in our technical solution and Bill of Material (BOQ) are complete.
3. We confirm that there is no requirement of any other hardware and software to fulfil requirements as per scope against the EoI. If any additional hardware and software is required to meet in-scope requirements, then it would be procured by us at no extra cost to RailTel.
4. We will also ensure unconditional compliance of all the terms and conditions as mentioned in the EoI document including all corrigenda, addenda and specifications.
5. List of deviations (Partial Compliance and Non-compliance) from terms and conditions as mentioned in the EoI document including all corrigenda, addenda and specifications, if any, is enclosed as Annexure with this form. We understand that any partial compliance or non-compliance may result in REJECTION of our bid.

Seal and signature of the bidder

Place:

Date:

रेलटेल
RAILTEL
A Navratna CPSE
Govt of India

Annexure 10 - Price Bid Format

(To be submitted in excel format price-bid in e-nivida portal)

EoI Ref No:

Name of the Bidder:

Commercial for 5 HCI Node compatible with Nutanix								
Sl. No.	Description	Qty	Unit	Unit (Excl GST)	Rate of	Total (Excl of GST)	GST in Rs	Total Including of GST
1	Private Cloud Hardware							
1.1	Supply & Installation as per Specification in Annexure – 12 & Scope of Work (Clause 2.2)	5	Nos					
2	Private Cloud Software							
2.1	Supply & Configuration as per Specification in Annexure – 12 & Scope of Work (Clause 2.2)	1	Set					
3	Installation, Deployment & release of Compute capacity to RailTel's Customer as per Specification in Annexure – 12 & Scope of Work (Clause 2.2)	1	Set					
Total								

RAILTEL
A Navratna CPSE
Govt of India

Annexure 11 - Escalation Matrix

To,
The Principal Executive Director,
RailTel Corporation of India Ltd.,
1-10-39 to 44, 6A, 6th Floor, Begumpet Airport Road,
Opp. Shoppers Stop, BEGUMPET, HYDERABAD- 500 016

EoI Reference No.:

Sub: Escalation Martix

Level	Name/ Designation	Responsibility	Expected Response Time	Mode of Contact
Level 1	Support Engineer / Helpdesk	Initial troubleshooting, logging, and first-level response	Within 1 hour	Phone, Email, Ticketing System
Level 2	Field Technical Lead	Escalation for unresolved issues, field coordination	Within 4 hours	Email, Mobile
Level 3	Regional / Project Manager	Issue prioritization, resource alignment, timeline control	Within 8 hours	Email, Phone
Level 4	Account / Delivery Head	Strategic resolution, compliance assurance, SLA deviation	Within 24 hours	Email, Official Letter (if required)

#Note: Name and Designation to be updated along with mode of contact.

Seal and signature of the bidder

Place:

Date:

रेलटेल
RAILTEL
A Navratna CPSE
Govt of India

Annexure 12 – Technical Specifications

HPE Make Server Hardware with following Specification or better

Technical Specifications	Compliance (Yes/No)
1. Form Factor: 2U or less size with necessary rack mount accessories & Cable Management Arm. 2. The Server shall be certified/compatible with Nutanix based Private Cloud platform 3. CPU Processor: Dual Socket Intel Xeon-Silver 4516 2.2GHz 24-core or higher); Intel Compatible chipset motherboard; 4. Memory: 512GB or higher capacity RAM with 16(Sixteen) identical 32GB DDR5 Modules ECC RAM with Memory protection. Recommended to populate 8, 12 or 16 DIMMS 5. Proposed HCI compatible/Certified storage controller 6. Storage: 4 X 7.68TB NVMe SSD 7. NICs: Minimum Two (2) X “Dual Port 10GbE Physical Adapters” each with Two (2) 10G RJ-45 Ports for Adapter Level redundancy; Two (2) 10GbE Ports (One from Each Adapter) Shall be configured to serve “HCI Stack / Software Defined Storage (SDS)” and Two (2) 10GbE Ports (One from Each Adapter) Shall be Configured to Serve the “production workloads” running on VMs and 1x1Gb Ethernet (Copper Port) for management 8. Dual, Hot-plug and Redundant Power Supply with IEC C14-IEC C13 power cords. 9. Comprehensive Onsite warranty for 3 years.	

Note:

- Offered Servers shall meet or exceed detailed Item Description given above. Contractor (System-Integrator) is required to provide "Compliance Certificate" with respect to each technical specification.
- Contractor (System-Integrator) is required to provide Onsite Comprehensive Warranty for 3 years at Hyderabad. The warranty support shall be on Next Business Day basis from date of complaint registration. Defective components other than hard disks will be returned on replacement by new parts. However, the Contractor (System-Integrator)

must replace defective hard disks with new hard disks without demanding return of defective hard disks.

- Contractor is required to Supply and Install the Servers at Hyderabad, Hyderabad. Contractor is required to submit paper copy procedure for installation of operating system and Virtualization Service on the server.

Private Cloud Software with following specification or better

Sl.no.	Technical Specification	Compliance (Yes/No)
1	The proposed solution should be Hyper-Converged Infrastructure appliance that come pre-installed with various software including Software Defined Storage with Enterprise class Storage Services, replication with management and associated hypervisor.	
2	The solution shall provide hyper-converged infrastructure that allows delivery of enterprise-class storage services using latest x86 server infrastructures without dependence on a separate Storage Area Network associated component such as SAN Switches and HBAs.	
3	HCI solution should be based on modular scalable architecture having The ability to add and auto-discoverable nodes. It must support automated cluster deployment using templates, configuration and non-disruptive updates.	
4	HCI Configuration:	
	The solution should with minimum five (5) nodes	
	Each node should have Xeon-Silver 2.2GHz 24-core or higher processor	
	Each node 512GB DDR5-5600 RAM or higher	
	Each node should have 2 x 2 port 10G Base-T ports	
	The solution should provide minimum 50 TB usable storage capacity across min 5 nodes with N+1 failover plan. The usable storage should be calculated with RF2/RAID10. Total usable storage should be provided on NVMe/SSD.	
5	Servers (nodes) shall have provision for Cryptographic firmware updates, Capability to stop execution of Application/Hypervisor/ Operating System on predefined security breach, Secure /Automatic BIOS recovery, Network Card secure firmware boot, In case of any security breach system should provide the lock down feature	
6	Servers (Node) shall have Secure Boot (Firmware and Bios Level Security), Provision to lock the system on breach, Hardware root of trust/Dual Root of Trust. "Malicious Code Free design" (to be certified by OEM)	
7	The solution should have out of the box security compliance for proposed HCI solution to ensure highly secure HCI environment. Solution should have at least two or more industry certifications. (e.g. NIST, FIPS140-2, EAL2 CCC-Common Criteria Certified, DISA- approved STIG)	
8	Proposed HCI should support standard features like vmotion or equivalent, affinity rules, automated/dynamic resource scheduling and replication.	

9	The solution should provide enterprise data services such as de-duplication and compression without dependence on any proprietary hardware.	
10	The proposed HCI must maintain two copies (one original & one copy) of the data in the cluster. In the event of a node failure, the cluster should start rebuilding the second copy of data in the remaining two nodes.	
11	The proposed solution should have the capability to configure Virtual Machines for 1 Node or 2 Nodes failure without the requirement of any additional software licensing.	
12	Proposed HCI solution should be able to provide storage from the cluster to the external servers	
13	Solution should support data-at-rest and data-in-transit encryption including KMS. Bidder should provide all required capabilities licenses from day-1	
14	Virtualization software shall provide a virtualization layer that sits directly on the bare metal server hardware with no dependence on a general-purpose OS for greater reliability and security.	
15	The proposed HCI solution should support at least two hypervisors out of AHV/Hyper- V/vSphere hypervisor.	
16	The HCI solution should be proposed with the proven and leading hypervisors out of AHV, Hyper-V and vSphere. Hypervisor OEM MAF must be attached.	
17	Proposed HCI shall support hot-add CPU & Memory without the need to reboot the VMs (if the underlying guest OS supports). All the features should be made available in GUI base interface for ease of operation.	
18	Solution should have provision to recover/restore a deleted VM or volume group vDisk within 12 hours of deletion.	
19	The solution should be capable of intelligent placement for workloads, so that the load gets distributed dynamically without manual intervention and get efficient performance.	
20	The solution should provide a virtual switch that can span across a virtual data enter and multiple hosts should be able to connect to it. This in turn will simplify and enhance virtual machine networking in virtualized environments.	
21	The solution should support replication and application consistent snapshots. There should not be any limitation on number of VMs to be replicated.	
22	The solution should provide a single unified management console for the management of the entire environment including virtualized environment as well as software defined storage environment, underlying Hardware and associated components.	
23	Solution should have provision to recover/restore a deleted VM or volume group vDisk within 12 hours of deletion.	
24	Virtualization software should provide enhanced visibility into storage throughput and latency of hosts and virtual machines that can help in troubleshooting storage performance issues.	

25	The solution should include security features like distributed firewall, micro-segmentation, and identity-based security for securing the VDI and virtual machines.	
26	The solution should support micro-segmentation and traffic restrictions to secure the application and virtual machines within the same VLAN or subnet	
27	The solution should support VPC and should have inbuilt NAT functionality so that overlapping IP addresses can be used across VPCs.	
28	The solution should provide overlay network with VPN, BGP, Access control lists and Policy-based routing features	
29	The proposed solution shall provide the ability to push updates and patches specific to the Virtualization and HCI Infrastructure without any impact to the VMs. During the upgradation activity the offered solution shall ensure that there is no data loss.	
30	The Proposed solution shall support future addition of nodes with different CPU models and memory capacity/configuration in the same cluster.	
31	The HCI solution should support hybrid & all-flash nodes in the same cluster. And shall support adding heterogenous configuration nodes to the same cluster.	
32	The vendor should submit copy of valid ISO 14001, ISO 27001 certificates as on tender submission date which is in the name of the respective HCI software and hardware OEMs.	
33	Must have provisioning, operations and lifecycle management of Kubernetes, automated deployment, scaling, and operation of application containers across a cluster of hosts	
34	The solution quoted shall provide with storage/VM level snapshots for local backups or equivalent.	
35	The solution shall support integration with popular third-party data backup/protection solutions.	
36	There shall not be any license limit on the number of VMs	
37	The HCI software OEM shall have a minimum of 100 node installations in the Government organizations in India.	
38	Shall include direct OEM, L1, L2 and L3 support for 3-years, 8x5xNBD for hardware and 24x7x365 days with unlimited incident support (Telephonic/ Web/ Email) and technical contacts within 60 mins or less response time including the unlimited upgrades and updates for software.	

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