



RAILTEL CORPORATION OF INDIA LIMITED
(A Govt. of India Undertaking)
(CIN: U64202DL2000GOI107905)

ELECTRONIC TENDER DOCUMENT

FOR WORK OF

“Implementation of AI based Surveillance system at New Delhi Railway station”

LIMITED E-TENDER (Single Stage Single Packet System)

खुली ई-निविदा न. RailTel/Tender/LT/NR/Project/2026-27/1
Dated: 05.06.2026

LIMITED E-TENDER NO. RailTel/Tender/LT/NR/Project/2026-27/1 Dated:
05.06.2026

निविदा दस्तावेज की कीमत: NIL
Cost of Tender Document – NIL

निविदा सूचना

E-Tender Notice No. RailTel/Tender/LT/NR/Project/2026-27/1 Dated: 05.06.2026

रेलटेल कॉर्पोरेशन ऑफ इंडिया लि. (रेलटेल) "Implementation of AI based Surveillance system at New Delhi Railway station" के लिये भारतीय पंजीकृत फर्मों से सिंगल स्टेज - सिंगल पैकेट सिस्टम के माध्यम से ई-टेंडर आमंत्रित करता है।

क)	निविदा का डाउनलोडिंग के खुलने की तिथि	05.06.2026
ख)	बोली प्रस्तुत करने की अंतिम तिथि और समय	15.06.2026 को 11.00 बजे तक
घ)	ई-बिड खुलने की तिथि और समय	15.06.2026 को 11 30. बजे
ङ)	निविदा की लागत(ए एम सी को छोड़कर)	लगभग रु. 21,54,59,069/- (टैक्स सहित)
च)	बयाना राशि (ईएमडी) या जमानत बांड निविदा दस्तावेज के खंड 4.ए.22 के अनुसार	रु. रु. 12,27,300/-
छ)	निविदा दस्तावेज की फीस	NIL
ज)	TReDS सुविधा उपलब्ध है	हाँ, m1xchange पोर्टल पर (url: https://www.m1xchange.com)

नोट: निविदा सूचना और निविदा प्रलेख रेलटेल की वेबसाइट पर उपलब्ध हैं और www.railtelindia.com या ई-टेंडरिंग पोर्टल <https://www.railtel.enivida.com> से डाउनलोड किए जा सकते हैं। ऑनलाइन बोली जमा करने के लिए निविदाकर्ता को पोर्टल <https://www.railtel.enivida.com> से निविदा प्रलेख की आधिकारिक ऑनलाइन प्रति डाउनलोड करनी होगी। सभी भविष्य की जानकारी अर्थात् इस निविदा के लिए शुद्धिपत्र / परिशिष्ट / संशोधन आदि ई-निविदा पोर्टल, रेलटेल वेबसाइट और सीपीपी पर पोस्ट की जाएगी। रेलटेल कार्यालय से निविदा प्रलेख की मुद्रित प्रति नहीं बेची जाएगी।

यह निविदा रेलटेल के इंटीग्रिटी पैकेट प्रोग्राम के तहत कवर की गई है और बोलीदाताओं को इंटीग्रिटी पैकेट पर हस्ताक्षर करने और बोली के साथ ही रेलटेल को जमा करने की आवश्यकता है।

बोली दाता तैयारी, बोली की तैयारी/प्रस्तुति /भागीदारी से संबंधित सभी लागतों को वहन करेगा। रेलटेल किसी भी तरह से आचरण या परिणाम की उदासीनता से इन लागतों के लिए जिम्मेदार या उत्तरदायी नहीं होगा।

कार्यकारी निदेशक/एन.आर.

TENDER NOTICE

E-Tender Notice No. RailTel/Tender/LT/NR/Project/2026-27/1 Dated: 05.06.2026

RailTel Corporation of India Ltd. (RailTel) invites E-Tender in Single Stage – Single Packet System for “**Implementation of AI based Surveillance system at New Delhi Railway station**” from Indian registered firms.

a)	Opening date of Tender downloading	05.06.2026
b)	Last date & time of submission of bid	15.06.2026 upto 11:00 hrs.
d)	Opening of e-bid	15.06.2026 at 11:30 hrs.
e)	Estimated cost of work (excluding AMC)	Approx. Rs. 21,54,59,069/- Cr (including taxes).
f)	Earnest Money (EMD)	₹. 12,27,300/-
g)	Completion period	45 Days
h)	TReDS feature available	Yes, on m1xchange portal (url: https://www.m1xchange.com)

Note: Tender Notice and Tender Document are available on RailTel’s website and can be downloaded from www.railtelindia.com or from the e-Tendering portal <https://railtel.enivida.com>. For online bid submission the tenderer will have to necessarily download an official online copy of the tender document from portal <https://railtel.enivida.com>. All future information viz. corrigendum /addendum/ amendments etc. for this Tender shall be posted on e-Nivida Portal, RailTel’s Website and CPP portal. Printed copy of Tender document will not be sold from RailTel office.

This tender is covered under Integrity Pact Programme of RailTel and the bidders are required to sign the Integrity Pact and submit the same to RailTel along with the bid.

The bidder shall bear all costs associated with the preparation, submission/participation in the bid. RailTel in no way will be responsible or liable for these costs regardless of the conduct or outcome

Executive Director/NR

TABLE OF CONTENTS

निविदा सूचना.....	2
TENDER NOTICE	3
TABLE OF CONTENTS	4
CHAPTER-1	8
OFFER LETTER.....	8
CHAPTER-2	9
CHAPTER-3A	14
TECHNICAL REQUIREMENTS AND SPECIFICATIONS.....	14
3.A.1 INTRODUCTION.....	14
3.A.2 OVERVIEW OF THE SCOPE OF WORK	15
3.A.3 Existing Surveillance Infrastructure	18
1.1 Video Surveillance Infrastructure	18
1.2 Security Screening Infrastructure.....	18
1.3 Monitoring Facilities	18
1.4 Existing Limitations.....	18
3.A.4 Support from Indian Railways/RailTel	19
1.5 Bidder's Responsibility.....	20
3.A.5 Outdoor varifocal Bullet Camera (4K UHD Bullet Type) (S.O.R Item No 1)	20
As per RDSO SPECIFICATION NO. RDSO/SPN/TC/65/2021 Ver.6 or latest	20
3.A.6 Outdoor ANPR Camera: (S.O.R Item No 3)	20
3.A.7 External IR Illuminator: (S.O.R Item No 4)	21
3.A.8 Outdoor PTZ Camera (S.O.R Item No 5).....	21
3.A.9 8 Port Industrial Grade Switch: (S.O.R Item No 6)	21
3.A.10 24 Port layer Switch POE+ 4port 10G SFP+ Ports: (S.O.R Item No 7)	21
3.A.11 L-3 Distribution Switch: (S.O.R Item No 8)	21
3.A.12 Online UPS -1 KVA: (S.O.R Item No 9).....	21
3.A.13 GI Pole with Brackets: (S.O.R Item No 10)	22
3.A.14 Outdoor Field Junction Box: (S.O.R Item No 11).....	22
3.A.15 Wall mount Bracket: (S.O.R Item No 12).....	22
3.A.16 CAT-6 cable: (S.O.R Item No 13).....	22
3.A.17 Power Cable: (S.O.R Item No 15).....	22
3.A.18 OFC: (S.O.R Item No 16)	22
3.A.19 LIU-12F: (S.O.R Item No 19).....	22
3.A.20 Online UPS-30 KVA: (S.O.R Item No 20)	22
3.A.21 Server and OS Type-1: (S.O.R Item No 22).....	23
3.A.22 Server and OS Type-2: (S.O.R Item No 23)	23
3.A.23 Storage: (S.O.R Item No 24)	24
3.A.24 Work Station: (S.O.R Item No 25)	24
3.A.25 SAN Switch: (S.O.R Item No 27).....	25
3.A.25 Server Load Balancer: (S.O.R Item No 28).....	25
3.A.26 TOR Switch: (S.O.R Item No 29)	25
3.A.27 Core Switch: (S.O.R Item No 31).....	25

3.A.28	Core Router: (S.O.R Item No 32)	25
3.A.29	Firewall (1+1): (S.O.R Item No 33)	26
3.A.30	42U Rack: (S.O.R Item No 34)`	27
3.A.31	ICCC Platform:	27
3.A.32	Video Management Platform:	33
3.A.33	Video Analytics Platform:	39
CHAPTER 3B		59
INSPECTION, INSTALLATION AND SUPERVISION OF TESTING, COMMISSIONING & INTEGRATION		59
3.B.11	Final Commissioning	59
1.6	General System Guidelines	59
CHAPTER 4A		61
COMMERCIAL TERMS & CONDITIONS.....		61
4.A.1	Offer letter and Validity of offer	61
4.A.2	Warranty	61
4.A.3.	Long Term Maintenance Support-Deleted	62
4.A.4.	Delivery, Installation, Testing, Commissioning & Integration period	62
4.A.5.	Payment Terms for Supply items	63
4.A.6.	Performance Bank Guarantee (Security Deposit)	64
4.A.7.	Taxes & Duties	64
4.A.8.	Insurance	65
4.A.9.	Liquidated Damages	66
4.A.10.	Transportation	66
4.A.11.	Statutory Deduction.....	66
4.A.12.	Qualification Criteria:	66
4.A.12.1	Eligibility Criteria Requirements for Bidders:	66
4.A.13.	CONSORTIUM BIDS: Deleted	68
4.A.14.	Participation Of Joint Venture (JV) Firms in Works Tender: Deleted	68
4.A.15.	System Performance Guarantee	68
4.A.16.	Evaluation of Offer	68
4.A.17.	Security Considerations & Security Agreement: Deleted.....	68
4.A.18.	Purchaser's Right to Vary Quantities	69
4.A.19.	Purchaser's Right to accept any offer / Bid and to reject any or all offer/ Bid	69
4.A.20.	Execution of Purchase Order/LOA.....	69
4.A.21.	Annulment of Award	69
4.A.22.	Earnest Money Deposit (EMD) or Surety Bond.....	70
4.A.23.	For Micro and Small Enterprises (MSEs)	70
4.A.24.	Offer/ Bid Prices	71
4.A.25	Clause wise Compliance	71
4.A.26	Inspection	71
4.A.27	Force Majeure	72
4.A.28	Settlement of Disputes	72
4.A.29	Governing Laws:.....	72
4.A.30.	Termination for Default	72
4.A.31	Risk & Cost	73
4.A.32.	Termination for Insolvency.....	73

4.A.33.	Rates During Negotiation	73
4.A.34.	Deleted	73
4.A.35.	Submission of Offers.....	73
4.A.36.	Constitution of Firm and power of Attorney.....	74
4.A.37.	Opening of Tender	74
4.A.38.	Non-Transferability & Non-Refundability	75
4.A.39.	Errors, Omissions & Discrepancies.....	75
4.A.40.	Wrong Information by Tenderer	75
4.A.41.	Public Procurement:.....	75
4.A.42.	Updation of Labour data on Railway's shramikkalyan Portal:	76
4.A.43.	Integrity Pact Program	77
4.A.44.	Compliance for procurement of Telecommunication equipment from trusted source	78
4.A.45.	Availability of Spares: Deleted	78
4.A.46.	Contract Agreement:.....	78
CHAPTER-4B		80
	INSTRUCTIONS TO THE BIDDERS	80
4.B.0	General.....	80
4.B.1	Submission of the bid:.....	80
4.B.2	Following documents shall be submitted in alongwith bid offer as given below:	80
4.B.3.	Fax Quotations & Late Tenders:	81
4.B.4.	Attendance of Representatives for Tender Opening:	81
4.B.5.	Addenda / Corrigenda:	81
4.B.6	Bid submission and Opening date.....	82
4.B.7	Submission of offline documents:Deleted.....	82
CHAPTER-4C		83
	E-tendering Instructions to Bidders	83
4.C.0	GENERAL:	83
4.C.1	GUIDELINES FOR REGISTRATION:	83
4.C.2	SEARCHING FOR TENDER DOCUMENTS:	83
4.C.3	PREPARATION OF BIDS:	84
4.C.4	SUBMISSION OF BIDS:	84
4.C.5	For any clarification in using eNivida Portal:.....	85
CHAPTER- 5		86
	BID DATA SHEET (BDS)	86
CHAPTER- 6		87
	Form No. 1.....	87
	PROFORMA FOR PERFORMANCE BANK GUARANTEE.....	87
	Form No. 2.....	89
	PROFORMA FOR THE SYSTEM PERFORMANCE GUARANTEE	89
	Form No. 3.....	90
	PROFORMA FOR THE LONG TERM MAINTENANCE SUPPORT	90
	Form No. 4.....	91
	CHECKLIST OF ESSENTIAL DOCUMENTATION/ACTIVITY	91
	Document uploaded along with Financial Bid/Price Bid.....	92
	Form No. 5.....	93

Manufacturer Authorisation form (MAF).....	93
Form No. 6.....	95
Format for instruction to be provided by vendor/contractor for RTGS payment to be made to them by RailTel against tenders.	95
Form No. 7.....	96
STANDING INDEMNITY BOND.....	96
Form No. 8.....	97
PROFORMA FOR PERFORMANCE BANK GUARANTEE BOND	97
FORM No. 9.....	99
FORMAT FOR AFFIDAVIT TO BE UPLOADED BY TENDERER ALONGWITH THE TENDER DOCUMENTS	99
Form No.10.....	101
PROFORMA FOR Nil Deviation Component Compliance Undertaking Letter.....	101
(TO BE SIGNED BY BIDDER)	101
Form No. 11.....	102
PROFORMA FOR “NO MALICIOUS CODE UNDERTAKING LETTER	102
BY BIDDER and OEM”	102
FORM NO. 12	103
DETAILS OF OFFERED EQUIPMENT:.....	103
Form No. 13.....	104
CONTRACT AGREEMENT	104
Form No. 14.....	106
PROFORMA FOR SIGNING THE INTEGRITY PACT.....	106
Annexure-III.....	118
Certificate from Bidders Cost/Statutory Auditor.....	120

रेलटेल
RAILTEL

CHAPTER-1 OFFER LETTER

RailTel Corporation of India Ltd.
6th Floor, Block III
IT Park, Shastri park.
Delhi-110053

Ref: Tender No.....Date.....

1. I/We _____ have read the various conditions detailed in tender documents attached here to and hereby agree to ABIDE BY THE SAID CONDITIONS. I/We also agree to keep this offer open for acceptance for a period of as mentioned in **Clause 4.A.1 of Chapter-4A** from the date of submission and in default thereof. I/We will be liable for forfeiture of my/our Earnest Money or Surety Bond. I/We offer to supply various equipment at the rates quoted in the attached schedules and hereby bind myself/ourselves to complete the work within **45 days** from the date of issue of Purchase Order/LOA. I/We also hereby agree to abide by the Various Conditions of Contract and to carry out the supplies according to the Specifications for materials and works laid down by the RailTel.
2. A sum of Rs. _____ (_____ amount in words _____) through eNvida Portal herewith submitted as **“EMD”**. The full value of Earnest Money shall stand forfeited without prejudice to any other rights or remedies if,

I/We withdraw or modify the offer within validity period or do not deposit the security deposit (Performance Bank Guarantee) within **specified days as per tender** after issue of Purchase Order/LOA.

or

I/We do not execute the contract agreement within 15 days after receipt of notice issued by the RailTel that such documents are ready,

or

I/We do not commence the work within 15 days after receipt of orders to that effect.

Until a formal agreement is prepared and executed the acceptance of this tender document shall constitute a binding contract between us subject to modifications, as may be mutually agreed to between us and indicated in the “Letter of Acceptance” of my/our offer for this work.

SIGNATURE OF CONTRACTOR(S)

Date

CONTRACTOR (S) ADDRESS

SIGNATURE OF WITNESS

1.

2

CHAPTER-2

SCHEDULE OF REQUIREMENT

SOR-A (Hardware Items)					
S.No	Description of Item	Total Qty	Unit	Unit Rate	Total Amount (Incl GST)
1	Outdoor varifocal bullet camera.	259	Nos	25,926.08	67,14,855
2	Installation testing & commissioning of 4k UHD Bullet type IP Camera along with the mount All the accessories and fixing materials including mount required for this installation are to be supplied by contractor within the same cost.	259	Nos	571.64	1,48,055
3	Outdoor ANPR Fixed Camera.	24	Nos	65,313.00	15,67,512
4	External IR Illuminator for low fit area.	24	Nos	4,985.50	1,19,652
5	Outdoor PTZ Camera.	22	Nos	73,175.56	16,09,862
6	8 Port industrial Grade Switch.	50	Nos	21,605.15	10,80,258
7	Supply, Installation, Testing , and commissioning of Rack mountable 24 port layer 2 Switch POE+(Minimum 270 Watt or better from Day1) with 4 Nos of 10 G SFP+Uplink ports NO. RDSO/SPN/TC/65/2021 Ver 6.0 with Latest amendments and Versions with supply of 4 nos of 10G SFP+ Signal mode optical transceiver module.	21	Nos	1,88,985.70	39,68,700
8	L3 Distribution Switch.	4	Nos	1,57,160.16	6,28,641
9	Online UPS with batteries (1hr. Backup)	50	Nos	21,625.59	10,81,280
10	GI poles for camera with bracket.	64	Nos	4,667.62	2,98,728
11	Outdoor field junction box.	50	Nos	7,022.67	3,51,134
12	Wall mount Bracket.	241	Nos	7,080.00	17,06,280
13	supply of STP-CAT -6 cable (Shielded Twisted pair) STP complaint with latest EIA/TIA-568-B2-1	45750	Mtrs	40.00	18,30,000
14	Laying of telecom cable Power cable OFC cable data cabel etc. through PVC conduit pipe/PVC channel.	60000	Mtr	9.32	5,59,200
15	Supply of power cable 3 core2.5 sqmm multistand copper conductor pvc insulated armoured conforming to SI:554 Part-1 or latest.	12	Km	89,412.62	10,72,951
16	Supply of Single mode 6 Fiber Armoured Optical Fiber Cable (TYPE-I). It shall comply to (TEC Standard No TEC-85170 2024) with latest amendments and Version.	12000	mtr	29.13	3,49,560
17	Supply of CAT -6 UTP Patch Chord of length 2 mtr.	350	Nos	199.58	69,853
18	Supply of Spiral steel armoured OFC Patch chord of 3 Meters length with connectors as per site requirement .	200	Nos	404.20	80,840
19	Supply & Installation of LIU for 6X2 fiber (12Fiber) for OFC cable.	52	Nos	6,482.96	3,37,114
20	30 KVA Online UPS with 1 Hr. Backup.	6	Nos	8,85,000.00	53,10,000

21	Installation testing & commissioning with all sub components with all accessories, electrical, networking, foundation and civil work.	50	Nos	5,900.00	2,95,000
22	server and OS with necessary hardware configuration for supporting requirement of Video Analytics along with 3 Nos of NVIDIA/Qualcomm/Google equipment servers) (32Core Dual Processor)	34	Nos	29,50,000.00	10,03,00,000
23	server and OS with necessary hardware configuration for supporting requirement of Video Analytics along with 4 Nos of Blackwell 6000 GPU Per Server (NVIDIA/Qualcomm/Google equipment servers) (24Core Dual Processor)	3	Nos	49,85,500.00	1,49,56,500
24	Storage with necessary hardware, software and other required accessories.	9	Nos	11,43,299.44	1,02,89,695
25	Client Viewing Work station with GPU NVIDIA A1000 with Joystick.	6	Nos	2,46,501.64	14,79,010
26	Installation of PC Workstation.	6	Nos	3,961.03	23,766
27	SAN Switch	2	Nos	7,93,288.04	15,86,576
28	Server Load Balancer.	1	Nos	5,75,250.00	5,75,250
29	TDR Switch (1+1)	8	Nos	1,81,622.06	14,52,976
30	installation testing and commissioning of TOR Switch,	8	Nos	1,290.92	10,327
31	Core Switch,	2	Nos	2,68,450.00	5,36,900
32	Core Router	2	Nos	1,41,895.00	2,83,790
33	Firewall (1+1)	1	Nos	42,65,500.00	42,65,500
34	42U (1000X1200mm) Server Rack with PDU and accessories for placement of above hardware (size 1200 mm depth)	8	Nos	39,586.27	3,16,690
35	Installation, commissioning of DC Setup with all sub-components with all accessories, electrical, networking etc.	1	Nos	17,70,000.00	17,70,000
36	Configuration & testing of all Data centre core components such as Switches, Server, Firewall, and its connectivity etc.	1	Lot	18,00,000.00	18,00,000
37	Configuration & Testing of Networking equipment like Cameras, Field Switches, L2 & L3 Switches.	1	Lot	9,00,000.00	9,00,000
38	Preparation & Submission of Project documents including SRS(system requirement specification) , FRS (Functional requirement specification), HLD of networking (High level documents), drawings , system architecture, user manuals and Training manuals.	1	Lot	6,00,000.00	6,00,000
39	ICCC Platform Installation, Configuration and integration with workstation	1	Lot	20,70,000.00	20,70,000
40	Video management System configuration and integration with workstation	1	Lot	13,80,000.00	13,80,000
41	Video Analytics Platform configuration and integration.	1	Lot	18,00,000.00	18,00,000

42	Training of personnal on site at ICCC Room. (e.g. 1 Person = 1 Man day)	50	Man day	15,000.00	7,50,000
43	Installation, Testing , Commissioning and Integration of entire AI based CCTV survellience system and Software deployment.	1	Lot	44,40,000.00	44,40,000
Total Amount SOR -A					18,07,66,454
SOR-B (Software Items)					
S.No	Description of Item	Total Qty	Unit	Unit Rate	Total Amount
1	ICC Platfrom with Perpetual License	1	Nos	63,68,460.00	63,68,460
2	VMS (Video Management System)	736	Nos	1,251.98	9,21,457
3	Video Analytics pletfrom License including NLP License	1	Nos	69,384.00	69,384
4	ANPR License	24	Nos	35,400.00	8,49,600
5	FRS License	318	Nos	36,293.26	1,15,41,257
6	Person Attribute Analysis License	318	Nos	7,080.00	22,51,440
7	Wrong Way License	36	Nos	4,720.00	1,69,920
8	Crowd Estimation License	378	Nos	11,800.00	44,60,400
9	Dynamic Intrusion License	391	Nos	118.00	46,138
10	Abandoned Object Detection License	14	Nos	7,080.00	99,120
11	Crowd Count License	206	Nos	7,080.00	14,58,480
12	Fall Detection License	144	Nos	11,800.00	16,99,200
13	Baggege Inspection License	24	Nos	23,600.00	5,66,400
14	Loitering Detection License	63	Nos	7,080.00	4,46,040
15	Scene Description License	333	Nos	9,440.00	31,43,520
16	Face Based Attenndance	1	Lot	11,800.00	11,800
17	Dashbard Customization	1	Lot	5,90,000.00	5,90,000
Total Amount SOR -B					3,46,92,616
Total Amount SOR - A & B					21,54,59,070

रेलटेल
RAILTEL

Note	
I	Unit rate quoted against SOR above should be CIP destination inclusive of all duties, taxes, insurance and freight etc. The materials as per SOR are required to be delivered at site as indicated in clause 4.A.4 of Chapter-4A. It shall be the responsibility of Tenderer to transport the equipment to site.
II	Bidder to give the detailed Bill of Material including break up of cost of common units/cards/module/chassis/License/Patch Cords, in the price bid for all supply items.
III	Bidder has to engage skilled manpower such as programme manager, Project coordinator, Business analyst, CCTV and VA Expert, data centre engineer, Networking engineer and field support manpower for require period.
IV	Tenderers should submit the configuration/technical details of offered equipment indicating quantities of various modules/ sub modules/ cards/ sub racks including the vacant slots in the sub racks/ chassis for expansion in the technical bid.
V	Cost of any license fee required to be paid for hardware & software shall be included in the rate quoted by the tenderer. All software supplied by the bidder should have perpetual license. There shall be no post contractual liability of license fee on RailTel for hardware & software supplied by tenderer.
VI	VMS Application should be based on the open software platform and industry standards, a system that can connect and integrate with other VMS/ICCC Applications using Software Development Kit (SDK) which offers easy to use Application Programming Interface (API) and support most commonly used programming languages. VMS application should have open standard architecture (no proprietary database) and interoperability with other VMS applications to meet the desired functional requirement of the project.
VII	Non compliance of following will lead to summarily rejection of Bidder's bid:- i. EMD as per clause 4.A.22 of Chapter-4.
VIII	Evaluation of bids will be done based on Total cost of SOR including taxes. After completion of evaluation process, LOA/Purchase Orders will be issued in favour of the selected bidder.
IX	The Bidder(s)/OEM(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.
X	Only Class-I & Class-II local suppliers are eligible to participate in this tender. Work is not divisible. Purchase preference will be given to Class-I local supplier meeting the criteria of minimum 50% Local Content (LC) or as notified in the Notification no. 18-10/2017-IP dated 29.08.2018 issued by Department of Telecommunication (DOT) and Notification No. 33(1)/2017-IPHW dated 14.09.2017 issued by MeitY or latest notification issued till opening of tender. Among all qualified bids, the lowest bid will be termed as L1. If L1 is Class-I local supplier, the contract will be awarded to L1. If L1 is not Class-I local supplier, the lowest bidder among the Class-I local supplier, will be invited to match the L1 price subject to local supplier's quote price

	falling within the margin of purchase preference of 20%, and the contract shall be awarded to such Class-I local supplier subject to matching the L1 price. In case such lowest eligible Class-I local supplier fails to match the L1 price, the Class-I local supplier with the next higher bid within the margin of purchase preference of 20%, shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the Class-I local supplier within the margin of purchase preference of 20%, matches the L1 price, the contract may be awarded to the L1 bidder. Please refer clause-4.A.41.1 of Chapter-4A of this tender.
XI	Offered software, camera make and model approved by STQC with ER clearance. Offered switch make and model Approved by Trusted Telecom Portal(TTP).
XII	Bidder to ensure that proposed system is protected from malicious attacks, malware etc. during complete project duration and suitable measures have been taken in the system. Declaration should be given as per performa given in Form-12.
XIII	Inspection of Item no. 1,5,6,7,8,24,25 and 29 will be done by RDSO as per RDSO specification. All remaining items will be inspected by RailTel authorized representative(s).

(End of Chapter- 2)

रेलटेल
RAILTEL

CHAPTER-3A

TECHNICAL REQUIREMENTS AND SPECIFICATIONS

3.A.1 INTRODUCTION

RailTel is implementing an AI based CCTV surveillance system at New Delhi Railway Station (Code-NDLS).

The list of equipment/hardware/software are defined in SOR and technical specification of tender. SI/OEM needs to go through the existing CCTV setup functional at NDLS station and current implementation of project to integrate with existing CCTV setup at station.

Specifications of equipment/hardware/software as per RDSO/TEC specification should be ensured to be procured through authorized manufacturers.

New Delhi Railway Station (NDLS) is one of the most important railway transportation hubs in India and serves as the principal gateway to the National Capital Territory of Delhi. The station functions as a strategic transportation node connecting northern, western, eastern, central, and southern regions of the country through long-distance, suburban, premium, and high-speed passenger train services.

The station experiences extremely high passenger movement throughout the year due to:

- Long-distance passenger traffic
- Daily commuter movement
- Tourist traffic
- Festival and holiday rush
- Special train operations
- VIP and VVIP movements
- Metro and multimodal transport integration

NDLS accommodates approximately 5,00,000 passengers per day under normal operating conditions, with footfall increasing significantly during peak travel seasons and festivals. Public sources indicate daily footfall can exceed 600,000–700,000 passengers during major festival periods

Given the increasing passenger density, evolving security risks, growing operational complexity, and national security considerations, there is a need to augment traditional surveillance infrastructure with Artificial Intelligence (AI), Machine Learning (ML), Video Analytics, and Real-Time Command-and-Control capabilities.

The proposed AI-Based Surveillance System aims to transform conventional CCTV monitoring into an intelligent, proactive, predictive, and automated security ecosystem capable of identifying threats, detecting anomalies, supporting law enforcement agencies, and improving operational efficiency across the station premises.

sources indicate daily footfall can exceed 600,000–700,000 passengers during major festival periods

Given the increasing passenger density, evolving security risks, growing operational complexity, and national security considerations, there is a need to augment traditional surveillance infrastructure with Artificial Intelligence (AI), Machine Learning (ML), Video Analytics, and Real-Time Command-and-Control capabilities.

The proposed AI-Based Surveillance System aims to transform conventional CCTV monitoring into an intelligent, proactive, predictive, and automated security ecosystem capable of identifying threats, detecting anomalies, supporting law enforcement agencies, and improving operational efficiency across the station premises.

3.A.2 OVERVIEW OF THE SCOPE OF WORK

Purpose of this project is to implement AI based CCTV surveillance system at New Delhi Railway Station (Code-NDLS). Successful bidder is to ensure proper work execution without hindering any running service and passengers safety.

RailTel Corporation of India Limited intends to implement a comprehensive AI-Based Integrated Surveillance System at New Delhi Railway Station (NDLS) to enhance passenger safety, operational efficiency, asset protection, and situational awareness through intelligent video surveillance, advanced AI analytics, centralized monitoring, and integrated command-and-control capabilities.

The selected bidder shall be responsible for the end-to-end design, engineering, supply, installation, integration, testing, commissioning, training of the complete surveillance ecosystem.

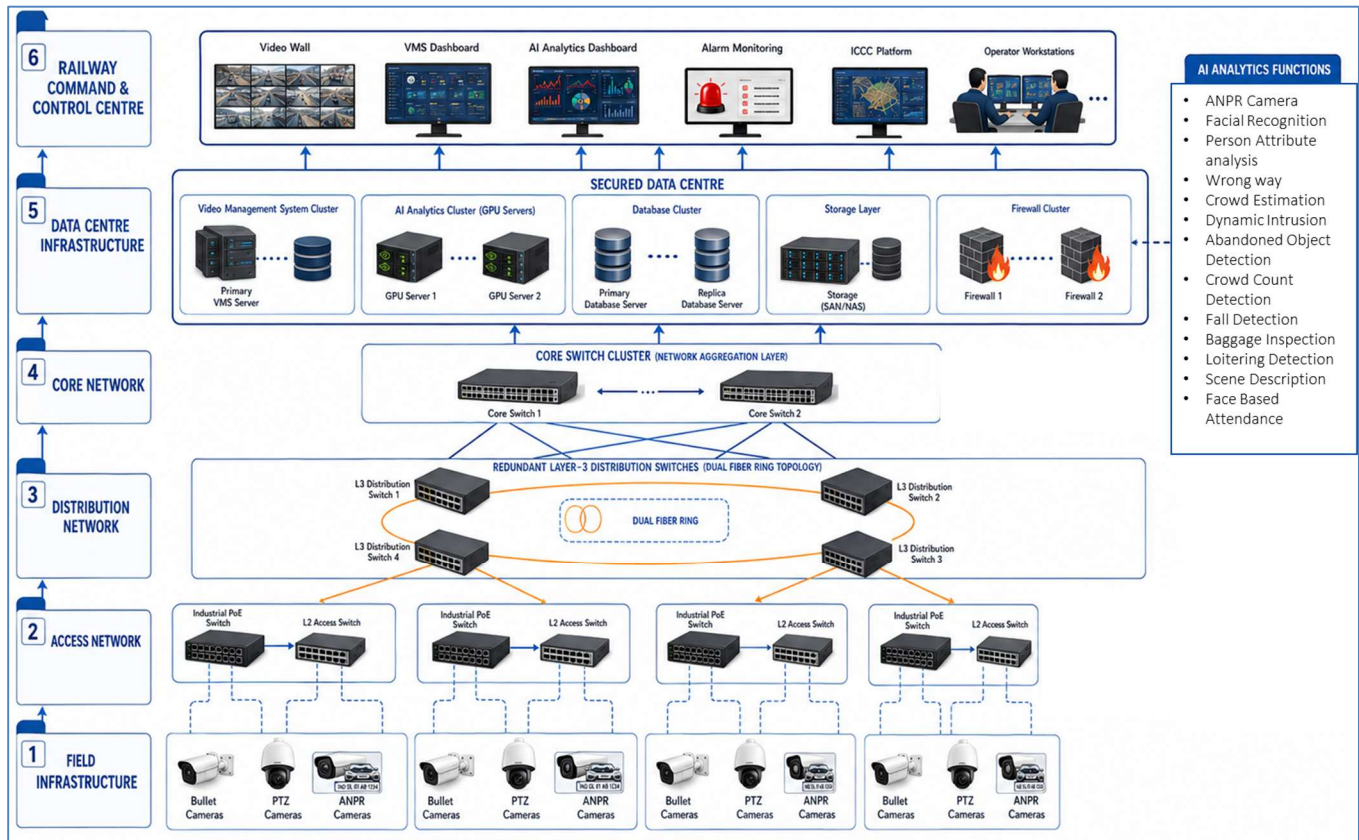
The project shall adopt a turnkey implementation approach, wherein the successful bidder shall provide all hardware, software, networking components, licenses, accessories, services, and manpower required for successful deployment of the system.

The solution shall be capable of supporting:

- Real-time surveillance and monitoring
- AI-powered video analytics
- Crowd monitoring and passenger flow analytics
- Platform safety monitoring
- Abandoned object detection
- Face recognition and watchlist management
- Vehicle and ANPR analytics
- Incident detection and alert generation
- Video evidence management
- Integration with Centralized command and control operations
- Health monitoring of all field devices

The entire solution shall be designed for 24x7x365 operations.

Tentative Architecture of System:



Tentative Architecture Diagram

Scope of Supply:

The successful bidder shall be responsible for supplying a complete, fully integrated, and operational AI-Based Surveillance System for New Delhi Railway Station on a turnkey basis. The scope of supply shall encompass all hardware, software, licenses, networking equipment, cybersecurity components, field infrastructure, command center equipment, accessories, tools, and services necessary to achieve the objectives of this project.

The surveillance infrastructure shall consist of high-resolution IP-based cameras strategically deployed across station premises, including platforms, station buildings, concourses, waiting halls, foot over bridges, entry and exit gates, circulating areas, parking facilities, ticketing zones, escalators, lifts, service areas, and trackside locations. Specialized surveillance devices such as 4k UHD, PTZ cameras, Bullet cameras, ANPR cameras, and facial capture cameras shall be provided wherever operationally required.

The AI analytics platform shall include deep learning-based video analytics engines capable of processing real-time video streams and generating actionable intelligence. The platform shall support multiple analytics use cases as per BOQ.

To support video processing and analytics workloads, the bidder shall supply enterprise-grade compute infrastructure comprising GPU servers, and associated software. All supplied infrastructure shall be

sized appropriately to accommodate operational loads. storage infrastructure shall include high-performance recording storage.

The scope shall further include network infrastructure such as core switches, distribution switches, industrial PoE switches, SFP modules, patch panels, racks, UPS systems.

Design Engineering:

The bidder shall undertake comprehensive design and engineering activities prior to commencement of implementation. The design process shall ensure optimal coverage, operational efficiency, future scalability, and integration with existing railway infrastructure.

The bidder shall ensure that all cameras are positioned to eliminate blind spots, overlap and maximize surveillance effectiveness while complying with privacy regulations and operational requirements.

Particular attention shall be given to analytics-sensitive areas such as platform edges, track zones, station entrances, baggage handling areas, ticket counters, passenger waiting areas, escalators, lifts, and parking facilities. Camera positioning and analytics configuration shall be designed to achieve the highest possible detection accuracy under varying environmental conditions.

Supply:

The bidder shall be responsible for procurement, transportation, delivery, storage, handling, and inventory management of all project materials. All supplied equipment shall be factory-new, free from defects, and sourced through authorized OEM channels.

The bidder shall submit product datasheets, compliance certificates, and OEM authorization documents for all supplied items. Any defective or non-compliant equipment identified during inspection shall be replaced at no additional cost to RailTel.

Installation:

The bidder shall carry out complete installation of all surveillance, networking, server, and storage, infrastructure required under the project. Installation shall be performed in accordance with approved engineering drawings, OEM guidelines, railway safety regulations, and applicable standards.

The scope shall include mounting of cameras, installation of poles and junction boxes, installation of racks, servers, storage systems, switches, firewalls, and UPS systems.

Integration:

The bidder shall integrate all supplied subsystems into a unified surveillance platform capable of centralized monitoring, recording, analytics processing, alarm management, and incident response.

The system shall support integration with existing CCTV infrastructure and other railway systems through standard protocols, APIs, SDKs, and ONVIF-compliant interfaces. Integration shall ensure seamless interoperability between cameras, VMS, analytics engines, storage systems, command center applications, and future expansion systems.

Training:

The bidder shall provide limited comprehensive training to RailTel/RPF personnel for effective operation, administration, and maintenance of the surveillance system.

3.A.3 Existing Surveillance Infrastructure

New Delhi Railway Station currently utilizes a combination of surveillance and security systems deployed by Indian Railways and associated security agencies, including:

1.1 Video Surveillance Infrastructure

- Fixed CCTV Cameras
- PTZ Cameras
- Platform Surveillance Cameras
- Entry and Exit Monitoring Cameras
- Foot Over Bridge Surveillance Cameras
- Parking Area Monitoring Cameras

1.2 Security Screening Infrastructure

- Door Frame Metal Detectors
- Baggage Screening Systems
- Security Checkpoints

1.3 Monitoring Facilities

- Railway Protection Force (RPF) Control Rooms
- Government Railway Police (GRP) Monitoring Facilities
- Station Control Rooms
- Local Surveillance Monitoring Stations

1.4 Existing Limitations

Despite significant deployment of surveillance infrastructure, conventional monitoring systems face several operational limitations:

- Heavy dependence on manual observation
- Inability to continuously monitor thousands of simultaneous activities
- Delayed incident detection
- Lack of predictive intelligence
- Limited capability for behavioral analysis
- Difficulty in crowd risk assessment
- Delayed identification of suspicious activities
- Limited automated alert generation
- Lack of intelligent forensic search capabilities
- Insufficient integration among multiple security subsystems

As passenger traffic continues to increase, manual surveillance alone becomes inadequate for ensuring comprehensive situational awareness and rapid response to emerging threats.

The bidder should prepare a site plan showing exact location of different type of cameras, switches etc. at various locations like parking areas, entrance/exit points, platforms, yards, waiting halls, ticket counters, offices, foot over bridges, circulating areas etc. as per site requirement in consultation with RailTel & Railways after the proper site survey. The proposed site plan should have an optimum number of cameras so as to cover New Delhi Railway Station from security point of view. Installation of the systems at Railway Stations shall be carried out **only as per Railway's approved drawings & plans.**

3.A.4 Support from Indian Railways/RailTel

3.A.4.1 For Video Surveillance System (VSS) at Railway Stations, the Principal Executive Director/Regional General Manager of Region of RailTel shall be the executing Officer Head of the project. The RGM/ED shall nominate an officer as an authorized representative(s) for this project. The successful bidder shall take all instructions/approvals etc. for the project from ED/RGM or his nominated authorized representative.

3.A.4.2 Drawing & Plans for installation of VSS stations shall be submitted by the contractor to RailTel for approved of Railway. A schedule for supply of station/Platform-wise drawings/plans by the Contractor & their clearance by the RailTel/Railway shall be drawn so as to avoid bunching of documents and to ensure that the time taken for approval is minimized. The Railway, after receiving drawings & plans from RailTel, will arrange to scrutinize the drawings/plans and offer their remark if required, within 7 working days of submission of the same by RAILTEL. Contractor shall ensure compliance within the next 5 working days, after receiving it from RailTel. Thereafter, Railway will communicate the approval within next 7 working days. Installation of VSS at stations shall be carried out as per Railway's approved drawings & plans only.

At stations under the scope of work, number of cameras shall be as per site requirement based on duly approved drawings after site survey. Before commencement of the work at a station, bidder has to take approval for camera location. Camera location drawing will be signed by the nominated representatives of Railway & RailTel.

3.A.4.3 The Railway will provide free access to Railway premises in connection with carrying out the project related activities. However, prior permission/valid temporary ID card may be issued to the concerned persons by the Project Coordinator of RAILTEL and duly counter signed by concerned Railway officer.

For execution of projects, Railway will permit the bidder to use the available Railway Land temporarily on the same terms & conditions as applicable to Railway's contractors.

3.A.4.4 Adequate power supply will be arranged by Indian Railways for Installation and Commissioning of the CCTV system as per applicable charges. For Operation of CCTV Infrastructure, Railway will provide power supply free of cost.

3.A.4.5 Indian Railways will permit to install video Surveillance related infrastructure at stations subject to non-interference with the existing devices and to the rail users.

- 3.A.4.6 If required by special order, the successful bidder would be allowed to carry out the work even in night. RailTel's decision in this regard in consultation with Indian Railways shall be binding on the successful bidder.
- 3.A.4.7 RailTel shall facilitate the availability of point of presence to the successful bidder to connect with the RailTel's Network at each Railway Station.
- 3.A.4.8 Temporary depot for tools and equipment of any kind can only be opened within the Railway's premises during installation phase only after getting prior permission from the authorized Railway personnel as per Railway's terms and conditions. Any land required by the bidder may be made available by Railways, if available, at the lease cost as per the latest norms of Railways.

1.5 Bidder's Responsibility

The bidder will be responsible for all the activities mentioned in Scope of Work. Bidder will also responsible for the following activities:

- 3.A.1.8.1 Planning, designing and drawing of VSS system at stations, Preparation of Drawings & Plans clearly showing Active VSS infra (Cameras, Switches, UPS, Rack etc) and passive VSS infra (OFC, power cable, CAT etc) for railway's approval and their modifications as per railway requirements. (Note: In addition to the proposed VSS infra under this project and existing LAN infra at D & E Category Stations shall be clearly visible in the drawings with different colors & plans prepared by the selected contractor for RailTel/Railway's approval, showing the extent of their utilization in the proposed VSS system at stations).
- 3.A.1.8.2 It shall be the responsibility of Supplier to transport the equipment to site for the Installation & Commissioning.
- 3.A.1.8.3 Maintenance of VSS system during implementation, maintenance supervision period, warranty period & AMC period as per terms & conditions of RFP and its corrigendum.

3.A.5 Outdoor varifocal Bullet Camera (4K UHD Bullet Type) (S.O.R Item No 1)

As per RDSO SPECIFICATION NO. RDSO/SPN/TC/65/2021 Ver.6 or latest

3.A.6 Outdoor ANPR Camera: (S.O.R Item No 3)

Sr No	Parameter
1	At least 2 MP, IP Box Camera, with 1/3/2.8"-inch CMOS sensor or equivalent
2	5mm to 50 mm or 8mm to 60 mm or 8 to 50 mm Vari-focal megapixel, IR corrected Lens

3	Dual Stream support: MJPEG stream and H264 independently configurable. MJPEG Stream must be available in 2 MP resolution
4	Simultaneous Streaming of both H.264 and MJPEG streams
5	At least 3 concurrent access to Camera
6	MJPEG on RTSP/HTTP and H.264 in RTSP protocol
7	ONVIF Profile S Compliant or compatible
8	Camera Housing: Min. IP67 or better and IK10 rated
9	All Camera should be STQC Certified

3.A.7 External IR Illuminator: (S.O.R Item No 4)

Sr No	Parameter	Specification
1	Range	Min 50 meter at 60-degree angle
2	Minimum illumination	High Sensitivity @0 Lux
3	Angle of Mounting	Adjustable
4	Power	DC (12V/ 24V) / AC (100- 270V) , Auto on/off
5	Casing	IP 66 and IK10 Rated
6	Operational Temperature	0°C to 55 °C

3.A.8 Outdoor PTZ Camera (S.O.R Item No 5)

As per RDSO SPECIFICATION NO. RDSO/SPN/TC/65/2021 Ver.6 or latest; Full HD PTZ (Pan, Tilt, Zoom) IP Colour Camera

3.A.9 8 Port Industrial Grade Switch: (S.O.R Item No 6)

8 Port 10/100/1000 base-T POE+2 nos SFP ports 120W POE with 2 Nos 1G SFP (BIDI)
(As per Clause 14 -III of RDSO SPECIFICATION NO. RDSO/SPN/TC/65/2021 Ver.6 or latest)

3.A.10 24 Port layer Switch POE+ 4port 10G SFP+ Ports: (S.O.R Item No 7)

Tier-II switch as per RDSO SPECIFICATION NO. RDSO/SPN/TC/65/2021 Ver.6 or latest)

3.A.11 L-3 Distribution Switch: (S.O.R Item No 8)

Aggregation Switch (As per Clause -4.0 of RDSO SPECIFICATION NO. RDSO/SPN/TC/83/2020 Ver.2.1).

3.A.12 Online UPS -1 KVA: (S.O.R Item No 9)

Sr No	Parameter	Specification
1	Rating	as per sizing
2	Input System	Single Phase & Earth Ground
3	Input Voltage Range	160-270 VAC
4	Input Frequency	46 Hz to 54 Hz
5	Power Factor	>0.97 (over entire range)
6	Output System	Single Phase & Earth Ground

7	Rated Voltage	220 / 230 / 240 VAC
8	Output Frequency	50 Hz +/- 0.2 Hz. (free running)
9	Output Voltage Regulation	1% or lower
10	Efficiency	90% or Higher (Battery & Mains Mode)
11	Interface Port(s)	SNMP
12	Noise Level	< 45dB
13	Operations Temp.	0-40° C
14	Relative Humidity	0-95% Humidity, Non - Condensing

3.A.13 GI Pole with Brackets: (S.O.R Item No 10)

Parameter	Requirement
Pole Type	Hot Dip Galvanized GI Pole
Height	As per site condition (5/7/9 mtrs)
Thickness	Minimum 2 mm
Mounting	Camera Mounting Bracket Included
Cable Routing	Internal
Access Door	Included
Foundation	Concrete Foundation with Anchor Bolts

3.A.14 Outdoor Field Junction Box: (S.O.R Item No 11)

(19"/12U networking rack with all accessories. Standard-IP65)

3.A.15 Wall mount Bracket: (S.O.R Item No 12)

As per site requirement and approval by RailTel in-charge

3.A.16 CAT-6 cable: (S.O.R Item No 13)

Shielded Twisted Pair compliant with EIA/TIA-568-B2.1

3.A.17 Power Cable: (S.O.R Item No 15)

Multistrand copper conductor PVC insulated armored conforming to IS:1554 Part-1 or latest

3.A.18 OFC: (S.O.R Item No 16)

6F, Single Mode, Armoured OFC (Type-1)- TEC-85170.2024 with latest amendment

3.A.19 LIU-12F: (S.O.R Item No 19)

LIU-12F, 1U size, connectors SC/APC or as per site requirement.

3.A.20 Online UPS-30 KVA: (S.O.R Item No 20)

Sr. No.	Specification	Minimum Requirement
1	UPS Capacity	30 KVA Online UPS
2	Technology	True Online Double Conversion
3	Input Supply	3 Phase AC
4	Output Supply	3 Phase AC
5	Input Voltage Range	Suitable for Indian Power Conditions
6	Output Voltage	400V AC $\pm$ 5%
7	Output Frequency	50 Hz $\pm$ 1%
8	Output Waveform	Pure Sine Wave
9	Efficiency	Minimum 88%
10	Battery Type	SMF VRLA Battery or Equivalent
11	Backup Time	Minimum 60 Minutes
12	Protection	Overload, Short Circuit, Low Battery & Over Temperature Protection
13	Bypass	Manual and Automatic Bypass
14	Display & Monitoring	LCD Display with Basic UPS Status Indication
15	Accessories & Certifications	Battery Rack, Cables, Connectors and BIS/CE/IEC Certification

3.A.21 Server and OS Type-1: (S.O.R Item No 22)

Sr. No.	Parameter	Minimum Requirement
1	Server Type	Rack Mount GPU Server
2	Processor	Minimum 32Core Dual Processor
3	Memory	Minimum 32 GB DDR4/5 RAM, Expandable
4	Operating System Drive	Minimum 100 GB Enterprise SSD/HDD
5	RAID Support	RAID Support through Hardware or Software Defined Storage Configuration
6	Network Interface	Minimum 10GbE Network Interface
7	GPU Accelerator	3 Nos of (NVIDIA/Qualcomm/Google equipment servers) Enterprise GPU or equivalent as per solution requirement; Dedicated Graphics Memory suitable for AI/Video Analytics Workloads or equivalent GPU
8	Operating System Support	Compatible with Standard Server Operating Systems or as per requirement

Note: The specifications mentioned above are indicative minimum requirements. The bidder may propose an alternative or higher configuration based on the proposed solution architecture.

3.A.22 Server and OS Type-2: (S.O.R Item No 23)

Sr. No.	Parameter	Minimum Requirement
1	Server Type	High Performance GPU Server

2	Processor	Minimum 24Core Dual Processor
3	Memory	Minimum 32 GB DDR RAM, Expandable, Expandable
4	RAID Support	RAID Support through Hardware or Software Defined Storage Configuration
5	Network Interface	Minimum Dual 10GbE Network Interfaces
6	GPU Accelerator	4 Nos of Blackwell 6000 GPU Per Server (NVIDIA/Qualcomm /Google equipment servers), Memory suitable for AI, Deep Learning, LLM and Video Analytics Workloads or equivalent GPU.
7	Operating System Support	Compatible with Industry Standard Server Operating Systems or as per requirement.

Note: The specifications mentioned above are indicative minimum requirements. The bidder may propose an alternative or higher configuration based on the proposed solution Architecture.

3.A.23 Storage: (S.O.R Item No 24)

as per clause 12.0 of RDSO SPECIFICATION NO. RDSO/SPN/TC/65/2021 Ver.6 or latest

Sr. No.	Parameter	Minimum Requirement
1	Storage Type	Enterprise-Class Centralized Storage System
2	Architecture	Redundant Controller Based Architecture
3	Capacity	minimum 240 TB RAW usable storage capacity as per site requirement
4	Storage Media	Support for HDD and SSD Storage Media
5	Data Protection	RAID-Based Data Protection Mechanism
6	Scalability	Provision for Future Capacity Expansion
7	Connectivity	Industry Standard Host Connectivity Interfaces
8	Management	Centralized Web-Based Management Interface
9	Security	Support for Storage Security and Data Protection Features
10	Firmware Upgrade	Non-Disruptive Upgrade Capability

Note: Bidder needs to calculate chassis quantity to accommodate the 9 Nos. of storage based on the storage quantity requirement of SOR item no. 24.

3.A.24 Work Station: (S.O.R Item No 25)

PC work station with GPU NVIDIA A1000 with Joystick for viewing camera in multi stream as per RDSO SPECIFICATION NO. RDSO/SPN/TC/65/2021 Ver.6 or latest.

3.A.25 SAN Switch: (S.O.R Item No 27)

Sr. No.	Parameter	Minimum Requirement
1	Switch Type	Enterprise Fibre Channel SAN Switch
2	Port Count	Minimum 8 Active Channel Ports
3	Port Speed	Channel Ports supporting 8/16/32 Gbps or Higher or as per solution requirement
5	Architecture	Non-Blocking Architecture
6	Connectivity	Support for SAN Storage or Server Connectivity
7	Management	Web-Based / CLI-Based Management Interface
8	Monitoring	Port Monitoring, Performance Statistics and Event Logging
9	Redundancy	Redundant Power Supply and Cooling Components (if supported by model)
10	Security	Role-Based Access Control and Secure Management Access
11	Firmware	Online or Non-Disruptive Firmware Upgrade Capability
12	Accessories	All Required Transceivers, Licenses and Cables for Complete Operation as per solution needs

3.A.25 Server Load Balancer: (S.O.R Item No 28)

Parameter	Recommended Specification
Deployment	Virtual or Physical Appliance
Load Balancing	Layer 4 & Layer 7
High Availability	Active-Standby
Health Check	Server & Application Monitoring
SSL Offload	Supported
Management	Web-Based
API	REST API Support

3.A.26 TOR Switch: (S.O.R Item No 29)

Type-3 switch : Non-PoE 24 x 10/100/1000 BASE-T ports • 4 x 10G (minimum) SFP+ ports. RDSO SPECIFICATION NO. RDSO/SPN/TC/65/2021 Ver.6 or latest

3.A.27 Core Switch: (S.O.R Item No 31)

As per clause 13 of RDSO SPECIFICATION NO. RDSO/SPN/TC/65/2021 Ver.6 or latest

3.A.28 Core Router: (S.O.R Item No 32)

Sr. No.	Specification	Minimum Requirement
1	Device Type	Enterprise Layer-3 Router / Routing Switch
2	Ports	Minimum 4 x 10/100/1000 RJ45 Ports
3	Uplink Ports	Minimum 2 x 1G SFP Ports
4	Switching/Routing Capacity	Minimum 20 Gbps
5	IPv4 Routing	Static Route, RIP, OSPF
6	IPv6 Support	Supported
7	VLAN	IEEE 802.1Q VLAN Support
8	QoS	Port Based and VLAN Based QoS
9	Security	ACL, Port Security, SSH
10	Management	Web GUI, CLI, SNMP
11	Redundancy	Dual Firmware/Image Support
12	Power Supply	230V AC Internal Power Supply
13	Operating Temperature	0°C to 50°C
14	Certifications	BIS / CE / FCC or Equivalent
15	Accessories	Rack Mount Kit, Power Cord and Required Accessories

3.A.29 Firewall (1+1): (S.O.R Item No 33)

Parameter	Minimum Specifications
	Minimum 8 x 1G Ethernet ports (copper/fiber SFP supported)
	1 x dedicated management port
	Rack-mountable appliance with redundant/hot-swappable power supplies
Performance	Minimum Firewall throughput: 10 Gbps
	Threat Prevention (IPS/AV/URL filtering enabled): ≥ 2 Gbps
	IPSec VPN throughput: ≥ 2 Gbps
	Concurrent sessions: ≥ 1 million
	New sessions per second: $\geq 100,000$
Security Features	Stateful firewall inspection with policy-based access control
	Intrusion Prevention System (IPS) with real-time signatures
	Application Control – ability to identify/control CCTV protocols (RTSP/HTTP/HTTPS)
	Advanced Malware Protection with sandbox integration (optional)
	URL/Web filtering by categories & custom rules
	SSL/TLS traffic inspection (inbound/outbound)
VPN & Connectivity	IPSec VPN with AES-256/SHA-2 encryption

	SSL VPN for remote monitoring (client/clientless)
Management & Reporting	Web-based GUI for configuration and policy management
	CLI via SSH/Console
	REST API / SNMP support for SIEM/NMS
	Real-time and historical reporting of logs, security events, and bandwidth
	Policy-based QoS for prioritization of video streaming
High Availability & Scalability	Active-Active and Active-Passive HA with stateful failover
	Link aggregation (802.3ad/LACP) supported

3.A.30 42U Rack: (S.O.R Item No 34)

19"/42U networking rack with dual PDUs. Compatible with installation of server, switch etc.

3.A.31 ICCC Platform:

Sr. No.	Parameter	Minimum Specifications
1	Command & Control Platform / solution	The Command & Control solution must use the latest application architecture models of Service- oriented Architecture and Microservices architecture for better interoperability and performance. The Command & Control solution should be implemented and complied to the industry open standards based Commercial-of-the- shelf (COTS) products
		System must have provision that integrates various services and be able to monitor them and operate them. The solution must provide option to integrate existing deployed solution by the authority and also shall provide scalability option to implement new use cases.
		The solution must adhere to the industry standards for interoperability, data representation & exchange, aggregation, virtualization and flexibility
		The platform must have stream processing capability to analyze the incoming data in real- time
		The platform must be able to integrate data from different sources to provide a unified view through intuitive dashboards
		The platform must have the capability to perform analysis on the devices or sensors through the APIs
		The platform must provide a unified viewing and management GUI that enables operators to manage situations in a consistent manner, regardless of underlying integrated systems

		The platform must process events automatically, perform correlations, prioritization and rule-based calculations based on a predefined business logic
		The platform must facilitate the management of situations/incidents through the customizable conditional SoPs
		The platform must support the complete operational cycle of i.e., Planning, Delegation and Responding to incidents
		The platform must be web browser agnostic
		The platform must be flexible to create multiple verticals, such as ULB organisation charts
2	Events and incident management	The platform must have capability to create event definitions that would raise from any domain(s)/vertical(s).
		The platform must have capability to create automation rules by correlating the data (sensor/non-sensor) from multiple domains and further applying logical operators to create a custom events/insight
		The platform must provide Incident Management Services to facilitate the management of response and recovery operations
		The platform must define conditional tasks with pre-configured branching options for presentation to users and with procedures and response plans which change dynamically based on users' selections
		The platform must define automatic procedure tasks that initiate actions, including
		a) sending messages
		b) adjusting incident's details, such as editing incident name or raising the severity level
		c) inserting another SoP into action
		Platform must have differentiated color cues for different criticalities of the event that are sourced from the sub-systems or generated in the platform
		Platform must have the ability of geospatial rendering of event and incident information.
		Platform must have the ability to override the on- going SoP with another system configured SoP
		Platform users must have the capability to consume Alerts from the Alert Configuration module by populating the details such as, domain, event type, description, location details and image/video for proof of event
		Platform users must have the ability to download the event/alert details in the form of a PDF file the contains the Event details, SOP Details, location details, Status, timestamp, severity

		Platform must have the ability to associate an event to pre-configured SOP and get the SOPs executed manually
		Platform must have the ability to auto-assign an SOP to an Event and so that the events can be executed once it has been raised
3	Integration Capabilities	Platform must have the ability to:
		1) connect and consume data from different sources
		2) support different connection protocols
		3) ingest data into platform database and leverage further for visualization/dashboarding
4	Standard Operating Procedures (SOPs)	The platform must provide for authoring and invoking the configurable and customizable standard operating procedures through an intuitive easy to use user interface.
		Standard Operating Procedures must be established, approved sets of actions considered to be the best practices for responding to a situation or carrying out an operation.
		The platform must provide an interface to configure business workflow processes that map business rules into a set of workflows to provide automatic responses.
		The users must be able to edit the SOP, including adding, editing, or deleting the activities.
		The users must be able to also add comments to or stop the SOP (prior to completion).
5	Escalation Matrix	Platform must provide the escalation capability if the SOP task are not completed within the stipulated time that is configured
		Platform must have the capability to create multiple escalation levels, so that events can be escalated to the next immediate level for quick turn-around-time
		Escalation rules must trigger notifications in the form of SMS and emails to the users mapped to the on-going escalation levels
6	Distribution Groups/ User Roles	Platform must provide an ability to create groups that consists of users from same or different departments and the groups can be used in tasks
7	KPI and Dashboarding Capabilities	Platform must have capability to create grid-based KPI widget system to create different visualization elements
		Platform must be capable of providing different widgets like charts, data grids, KPI, map, videowall and timeline

		Platform must allow multiple configuration options for each widget including but not limited to the title, color, style, widget specific configuration options like different types of charts for chart widget, different map settings for map widget etc.
		Platform must have the ability to create personalized dashboards
		Platform user must have an option to change the theme
		Dashboard layout must be customizable that the number of rows and columns in the dashboard with an option to enable/disable and re-order.
		The platform must provide a preconfigured KPI dashboard with an option configure and analyse/view best performing KPIs based on the configuration.
		The platform must provide a KPI dashboard to analyse trends for individual and collaborated KPIs. The platform must allow user to select a particular trend and drill down further to visualise the respective KPI chart generating the trend
		The platform must facilitate user to configure thresholds for individual KPIs by defining value ranges, color codes, option to configure threshold breaches resulting in different alert type, such as Informative, Predictive, Severe.
		The platform must facilitate user to configure and link SOPs and notification for individual KPI threshold breaches.
		The platform must provide a live statistics dashboard with an option to view sensors for individual/multiple domains based on the selected Organization structure assigned to the user
		The platform must be able to analyse the Low and High performing sensors based on the configured thresholds on parameters of individual/multiple domains
8	Heat-map Dashboard	The platform must provide a heat-map view of the city based on the defined KPI value ranges linked with color codes
		The platform must provide a heat-map view of the city with an option to customise the view based on the selected domain(s), KPIs, organisational levels
		The platform must provide an option to select a date to visualise as well as provide an option to view heat-map for the last week, month, 3 months and 6 months
9	Video-Wall and video integration capabilities	Platform must be able to show the live video from the cameras in a grid-based system in the video wall widget and the user should be

		able to configure how many rows and columns can be set in a grid with a max of 8x8 grid
		Platform user must be able to search for the camera in the video-wall widget and see the live stream of that camera that has been searched
		The platform must be integrated with existing cameras and new cameras. Must support multiple video sources from multiple locations. Platform must have no limitation in displaying the number of CCTV video sources.
		The platform must support SDK and API level integration with the proposed VMS and the operator must be able to fully control the VMS functions.
		The platform must be able to integrate and assess inputs from different sources such as CCTV, Video Analytics, and sensors further to assist with actionable intelligence.
		The platform must have the capability for the user to control the PTZ cameras and call functions like PAN/Tilt/Zoom etc. directly from the interface.
9	Notifications	The platform must provide a module to configure notifications to be generated based on triggered alerts, approval and rejection of sop, changes made on user management module
		Platform must be able to generate notifications based on the escalation on SOP to an escalated user in the notification section Notification section must have the ability to notify for which domain/sub-system the event is received
10	Reports	The platform must generate Customized reports based on the area, sensor type or periodic or any other customer reports as per choice of the administrators
		Platform must have an ability to schedule reports from dedicated dashboard and must have ability to download or send in PDF, XML formats
		The platform must allow user to visualise all the configured reports in a grid and be able to activate/inactivate the same
		The platform must allow user to set scheduler for reports with an option to set a frequency, start & end time
11	User, User Group, RBAC	The platform must allow Organizational Admin to create custom User roles and Users
		The Organizational Admin must have all the rights to access all the features of the platform.
		The User roles can be created with customized platform features access with an option to View, Edit and Delete rights
		The Users derived from User roles can be assigned with specific organizational nodes as per designated hierarchy

		Platform must have the ability to assign appropriate domains access to the roles that are derived from the created roles
12	Cyber Security & User Authentication	The system will support LDAP authentication mechanism
		Platform must be compliant to OAUTH 2.0 authorization framework where the client obtains access tokens provided from the authorization server with the approval of the resource owner
		Platform must be able to provide configurable option to set maximum login attempts, minimum gap between consecutive attempts, duration to auto-unblock a blocked user, duration to keep reset password link active
13	Field Operator App	Field Operator mobile app must be integrated with the ICCC platform.
		Field Operator mobile app must support both iOS and Android operating systems
		Field Operator mobile app must display task, alerts, escalations relevant to the user
		Platform must provide an ability to trigger tasks to Field Operator mobile application as per assigned SOP.
		Field Operator must be able to display task list with ability to filter based on alert type, status, date and severity.
		Field Operator must be able to see the task details assigned such as Task type, Completion criteria and location of the event triggered based on pre- configured SOP rules from the ICCC platform.
		Field Operator app must integrate with native map capability to navigate to the incident location.
		Field Operator app must allow users to attach supporting reference documents such as images/videos/pdf/text as part of collaboration
		Field Operator app must have capability to update status for assigned tasks and the update must be available to the ICCC operator
		Field Operator app must support escalation hierarchy in case the task is delayed beyond the configured timeframes
		The platform must notify the users assigned at different levels in the escalation matrix via email/SMS notification.
		Field Operator app must allow Admin to alter pre- assigned SOP either during the task delegation or in the course of task completion
		Field Responder app must allow to share their locations on the ICCC platform prior to task completion, as a task completion criterion.
14	Crisis Management	Platform must allow to configure either a crisis- based event or a pre-configured one, with an option select a custom area (using a polygon or existing organisation structure)

		Platform must allow to create an event SOP along with a category and type of crisis or event.
		Platform must allow to schedule an event duration
		Platform must be integrated with field operator mobile app to provide operational field level support
16	High Availability	Platform must have redundancy baked into the architecture
		Platform must support on-prem and cloud deployments
17	Scaling	Platform must be able to scale both horizontally and vertically at both on-prem and cloud deployments
18	General	OEM shall have CMMi Level 5 certificates in Software Development
		OEM shall be Class-I Local Supplier under PMI policy under Make-In- India (MII) initiatives, OEM Should submit Self Declaration on OEM letterhead
		OEM have average turnover of at least 300 Cr during last 3 years, should submit turnover certificate from Chartered Accountant
		Platform Should be STQC Certified
		OEM should have following certifications- ISO/IEC 20000-1: 2018, ISO 14001:2015, ISO 45001:2018, ISO 9001:2015, ISO 27001: 2022. OEM Should submit copy of Valid Certificate.

3.A.32 Video Management Platform:

Sr No	Section	Specification
1	System Compatibility & Browser Access	The system should operate on industry-standard hardware and storage solutions
2		The system should be accessible via modern web browsers (optimal performance on Google Chrome)
3		The system should support ONVIF profiles S, G, T, and M
4		The system should be GPU acceleration supported (NVIDIA and Intel integrated graphics)
5	Architecture & Infrastructure	The system should support single-server and federated multi-server deployments
6		The system should enable real-time surveillance across multiple remote locations
7		The system should have centralized data backup supported from distributed sites
8		The system should support high availability with auto-recovery and fault tolerance mechanisms
9		The system should support scalable disaster recovery with configurable failover logic

10		The system should support native integration with cloud-based S3 object storage
11		The system should support redundant master-master architecture for seamless data sync
12		The system should have NTP support for time synchronization and accurate event timestamps
13	Deployment Flexibility	The system shall be deployable on-premises, in the cloud, or in hybrid model
14		The system should support centralized monitoring for multi-site installations
16	Security Protocols	The system should support SSO integration during final deployment
17		The system shall support TLS 1.3 for all encrypted data transmissions to ensure secure communication.
18		All video data shall be encrypted at rest, and exported video data shall be embedded with digital watermarking to ensure authenticity and prevent tampering.
19		All third-party integrations shall be facilitated through secure APIs over HTTPS, ensuring encrypted and authenticated communication.
20		The system shall implement end-to-end encryption to safeguard data integrity and confidentiality, effectively preventing tampering and unauthorized access or data breaches.
21		The system shall be VAPT (Vulnerability Assessment and Penetration Testing) certified by a CERT-IN empaneled agency to ensure robust security posture against potential threats and vulnerabilities.
22	Live Monitoring & Playback	The system shall support unlimited user accounts and camera integrations without any restrictions on scalability or concurrent usage.
24		The system shall provide a customizable video matrix and sequencing interface, allowing users to configure camera layouts and define dynamic dwell times per feed for flexible monitoring.
25		The system shall support multi-monitor setups, enabling independent camera views and layouts to be displayed and controlled across multiple screens for enhanced situational awareness.
26		The system shall enable simultaneous display of live and playback video feeds within a unified user interface, allowing users to monitor real-time activity while reviewing

		historical footage.
27		The system shall support synchronized multi-camera playback, enabling users to reconstruct events accurately by viewing footage from multiple angles in parallel, aligned to a common timeline.
28		The system shall support multiple video streams per camera (e.g., primary and secondary streams) to optimize bandwidth usage and enable adaptive streaming based on display requirements.
29		The system shall support adaptive bitrate streaming, with or without transcoding, to ensure optimal video quality and performance based on available network bandwidth and device capabilities.
30		The system shall support multicast-enabled streaming to enable efficient video distribution across networks, reducing bandwidth consumption in large-scale deployments.
31		The system shall support automatic matrix switching based on real-time event triggers or bookmarked incidents, enabling dynamic display of relevant camera feeds for immediate situational response.
32		The system shall provide full playback controls, including variable speed (fast-forward, slow motion), frame-by-frame navigation, and timeline-based scrubbing for efficient review of recorded footage.
34		The system shall allow users to digitally zoom into live video feeds and capture high-resolution snapshots directly from the live view interface for quick documentation and evidence collection.
35		The system shall provide PTZ (Pan-Tilt-Zoom) camera control with role-based access permissions, ensuring only authorized users can operate or override PTZ functionalities.
36		The system shall include a dedicated media player for archived footage, offering advanced playback controls, timeline navigation, and export options for efficient review and investigation of recorded video.
37		The system should support following export formats: MP4, AVI, MJPG, AVF (with frame rate & encryption options)
38		The system should support following export image formats: JPG, PNG, BMP, TIF, GIF
39		The system should support following compression formats supported: H.264, H.265, H.265+, MJPEG, ZipStream

40		The system should support batch export using video cart feature
41		The system shall support export of recording and event logs in encrypted and digitally watermarked formats to ensure data integrity, authenticity, and secure external sharing.
42		The system shall maintain comprehensive recording logs, including user actions and system events, which shall be exportable in spreadsheet-compatible formats such as CSV or XLSX for auditing and reporting purposes.
43		The system shall support dynamic switching between software and hardware decoders based on system resource availability and performance requirements, ensuring optimal video decoding efficiency.
44		The system shall support printing of captured snapshots along with analyst annotations and associated metadata (such as timestamp, camera ID, and location) for documentation and evidentiary purposes.
45		The system shall support transcoding of video streams to ensure optimized playback across a variety of devices, adapting resolution, format, and bitrate based on device capabilities and network conditions.
46		The system should support event review via thumbnail previews
47	Geospatial Map Integration	The system shall support integration with GIS platforms and multi-layered maps, enabling geospatial visualization of cameras, events, and analytics data for enhanced situational awareness and operational planning.
48		The system shall allow users to access both live and recorded video feeds directly from the map interface by interacting with camera or event icons, enabling intuitive spatial navigation and rapid incident response.
49		The system shall display real-time alerts on the map interface, with visual indicators tied to the geographic location of the triggering camera or sensor
50		The system shall allow assignment of specific map views to individual monitors in a multi-screen setup, enabling distributed situational monitoring and customized operational layouts.
51	Data Management & Recovery	The system shall be compatible with various storage architectures, including local disks, Direct-Attached Storage (DAS), Network-Attached Storage (NAS), and Storage Area Networks (SAN), to support flexible and scalable video data

		retention.
52		The system shall support tiered storage architecture with configurable, camera-specific retention policies
53		The system shall support Disaster Recovery (DR) through a Data Center–Disaster Recovery (DC-DR) configuration, ensuring high availability, data redundancy, and business continuity in the event of a primary site failure.
54		The system shall support scheduled recordings with rule-based configurations, allowing users to define recording schedules based on time, events, or specific conditions
55		The system shall support both manual and automated recording triggers
56		The system shall support ONVIF Profile G to enable access, playback, and retrieval of recorded video from edge storage such as SD cards on compatible IP cameras.
57		The system shall support FIFO (First-In, First-Out) purging mechanisms along with configurable retention policies to manage storage efficiently while ensuring compliance with data retention requirements.
58		The system shall support motion and event-based recording triggers
59		The system shall generate real-time alerts for storage-related events, including high storage consumption thresholds, disk failures, or disconnection of storage devices, to ensure proactive maintenance and data integrity
60	User Access Management	The system shall support role-based access control (RBAC) with the ability to define custom user groups, enabling granular permission management based on organizational roles and responsibilities.
61		The system shall support granular access permissions at both feature and camera levels, allowing administrators to control user access to specific functionalities
62		The system shall allow configuration of user-specific camera restrictions
63		The system shall support device and IP-based access control
64		The system shall maintain comprehensive audit trails of all user activities, including login attempts, configuration changes, video access, and administrative actions

65	Event Notification & Escalation	The system shall support alert notifications via SMS, WhatsApp, and Email, subject to necessary integrations
66		The system shall allow configuration of recipient groups and escalation paths for alert notifications, ensuring timely and hierarchical dissemination of critical information based on severity levels or response protocols.
67		The system shall support incident tagging and alert handover functionalities from both live and historical views, enabling seamless tracking, annotation, and transfer of responsibility across users or shifts for effective incident management.
68	System Health Monitoring	The system shall provide a centralized dashboard for system-wide monitoring, offering real-time visibility into device status, alerts, storage health, and user activity across all connected sites.
69		The system dashboard shall display key operational metrics, including camera uptime, resolution, frame rate, recording status, and bandwidth usage, to enable comprehensive performance monitoring and diagnostics.
70		The system shall generate real-time alerts for performance degradation and system issues, such as camera disconnection, recording failures, high CPU/memory usage, and network instability, to ensure timely detection and resolution.
71		The system shall include integrated ticketing functionality, enabling users to generate support tickets with attached screenshots, diagnostic data, and contextual metadata
72		The system shall display live status indicators for each camera, providing real-time visual cues (e.g., active, disconnected, recording error) to facilitate rapid identification and resolution of issues.
73	Third-Party Integration	The system shall support both push and pull integrations using universal protocols (such as REST APIs, MQTT, or Web Sockets)
74		The system shall integrate seamlessly with command center platforms
75		The system shall offer RESTful and WebSocket APIs to facilitate robust, real-time third-party integrations, supporting both synchronous and asynchronous data exchange.
76	Client Application Specifications	Web-based client accessible via modern browsers (Google Chrome, Firefox, Edge)

3.A.33 Video Analytics Platform:

	Description
1	Video Analytics OEM PQ
1.1	OEM should have CMMI Maturity Level 3 Compliance Certificate
1.2	OEM should have VAPT (Vulnerability Assessment & Penetration Testing) Certificate
1.3	OEM should have ISO 9001:2015 (Quality Management System)
1.4	OEM should have ISO 14001:2015 (Environmental Management System)
1.5	OEM should have ISO/IEC 27001:2022 (Information Security Management System)
1.6	OEM should have ISO/IEC 27017:2015 (Cloud Security Controls)
1.7	OEM should have ISO 45001:2018 (Occupational Health & Safety Management System)
1.8	OEM should have STQC Certification for Unified Video Intelligence Platform
1.9	The core components, including Video Analytics (VA), Face Recognition System (FRS), Scene Description, and VMS, should be from a single OEM to ensure seamless integration, centralized management, better compatibility, and streamlined support & maintenance.
2	NIST
2.1	a) The Face Recognition Algorithm should have participated and been established in the Face Recognition Algorithm Evaluation conducted by NIST (National Institute of Standards and Technology, U.S. Department of Commerce) for both 1:N and 1:1 FRVT Tests. b) The NIST benchmark/ latest performance FRVT test results should not be more than 12 months old as on the date of bid submission. c) For NIST 1:1, FNMR at FMR = 10^{-6} on Mugshot-Mugshot should be less than 0.0025
	& FNMR at FMR = 10^{-6} on VISA-Border should be less than 0.003 and FNMR at FMR = 10^{-6} on Border-Border should be less than 0.0056 d) For NIST 1:N, FNIR (N=12M, R=1, T=0) Mugshot-Mugshot should be less than 0.001.
3	Past Experience for OEM
3.1	The OEM Should have supplied more than 100 FRS licenses in Single Order in the last 2 year's time. Completion certificate/ copy of PO should be attached at the time of bidding.
3.2	The OEM Should have supplied more than 3500 VA Licenses in Single order in last 2 year's time. Completion certificate/ copy of PO should be provided at the time of bidding.
3.3	VA, FRS and VMS should be from the same OEM.
3.4	Video Analytics solution

	i. Successful Supply/ deployment of the Video Analytics solution for minimum three (3) projects in last 7 years including city or state or central security and surveillance / PSU / Smart Industrial Zone / Smart city/ Safe city / ITMS / Highway Surveillance projects in India or globally as on bid submission date. Out of 3, at least 1 project should have integrated >1000 Channels of video analytics into solution for any Safety / traffic / civic use cases.
	ii. The OEM of the Offered Product should have implemented/ has a PO of more than 5000 AI based video analytics licenses in total out of which 3500 should be in a single Project within last 7 years in Smart city/ Safe City/ITMS/ PSU Surveillance projects in India or globally as on bid submission date.
	i. Purchase Order (PO date should be within 7 years from bid submission date) / client certificate mentioning successful Supplied/deployment of the product

Unified Video Intelligence Platform Specifications		
Detailed specifications for Unified Video Intelligence platform (UVIP)		
Unified Video Intelligence Platform (UVIP)		
1	Support for Various Use cases	The platform shall support various applications, video analytics use-cases of traffic, surveillance and other use-cases, and algorithms for diverse use cases on a unified video intelligence platform (UVIP). It must allow the addition of new applications, video analytics, or algorithms without requiring changes to the unified platform. The following use-cases should be able to run natively from unified video intelligence platform: All the use-cases in addition to Crowd Estimation, Facial Recognition System, ANPR, Person and Vehicle Attribute Detection, other video analytics use-cases
2	Hardware Provisioning	The inferencing hardware provisioned to run the video analytics application should be common to all the video analytics applications irrespective of the type of architecture of deployment. Any application including but not limited to traffic and surveillance use cases like FRS, ANPR, vehicle/person attribute etc. should be capable of running on any device be it a central server or an edge-based device or LPU or in a hybrid mode.
3	Distributed Architecture	A fully distributed system architecture that leverages multiple nodes across different locations to enhance scalability, fault tolerance, and performance. Decentralized processing capabilities that allow for workload distribution, minimizing bottlenecks and improving response times.

		Built-in mechanisms for automatic failover and load balancing to maintain system availability and performance under varying load conditions.
4	Containerized Deployment	Each model/algorithm shall be packaged and run as individual applications inside containers to ensure consistent operation across centralized servers, server clusters, edge devices, and cloud environments.
5	Use Case Structuring	Each video analytics use case shall be structured as an independent module deployable on any camera stream via a simple user interface utility, providing visibility into use case assignments, configurations, and status across associated cameras.
6	Data Correlation	The platform shall provide analytics to correlate various data points for comprehensive actionable insights.
7	Drill-Down Functionality	The dashboard shall include drill-down functionality to navigate from summarized views to specific location/event views with trend analysis.
8	Live Re-Configuration on Running Tasks	Platform should be able to configure and re-configure any analytics dynamically without the need to stop and start any application / analytics
9	Live Annotation View of Objects (Bounding Boxes)	a) The system shall show all the objects detected in a field of view by any application / use case on the live stream of the camera.
		b) The system should also reflect any changes in detection due to live reconfiguration changes on the live video stream.
10	Dynamic and Static Search Functionality	The platform shall support static and dynamic search functionality for alerts, ensuring efficient and accurate retrieval of information.
		Static search will be for filtering based on camera location, alert type, and camera groups etc.
		Dynamic search enabled on the platform should help for searching across the entire metadata with a single search bar.
11	No. of days of search availability	The design of platform at deployment should have provisioning for below functionality:
		The maximum number of days, the events will be kept for and maximum number of days the search should be applicable for.

12	Partial Search Functionality	The platform shall support partial search functionality of alert labels, such as part of a number plate, to facilitate quick and precise searches.
13	Clickable and Searchable Metadata	Every part of the metadata of alerts shall be clickable and searchable, enabling comprehensive drill-down functionality for in-depth analysis.
14	Natural language Support powered by GenAI language models	The Platform must support advanced natural language processing (NLP) to enable users to search for objects using simple, conversational queries. (Example: The system should understand and accurately process queries such as “find me all the black sedan that have crossed the entry camera in the past 2 days”)
15	NLP powered search format	The NLP Search should be operator friendly and shall support multi-condition queries in a single input, allowing users to filter alerts by combining parameters like plate type, number pattern, speed, vehicle make, colour, and body type. For example:
		"Find all commercial plates"
		"Search all alerts of commercial plates with number plates ending 22"
		"Extract all commercial plates and speed above 30Kmph with number plates having GJ on it"
		"Show all commercial plates with number plates starting with KA and violating lane and is a black SUV toyota car"
		"Find all persons with backpacks and glasses wearing red short sleeves and jeans"
		"Find all instances when person named 'X' (in database) was wearing yellow shirt and blue jeans and talking on mobile"
16	Accuracy	"Find all alerts when person named 'X' (in database) on camera Y during last 2 days between 3PM and 5 PM"
		The NLP engine should achieve at least 90% accuracy in understanding and processing queries.

17	Response Time	Search results should be delivered within 3 seconds for typical queries.
18	Resource Allocation	The system must efficiently utilise available computational resources to handle natural language queries without significant delays.
19	Scalability	The NLP search functionality should be scalable and adaptable to support increasing data volumes and concurrent user searches in case additional hardware is provisioned in future.
20	Object Correlations - Grouping of Unique Vehicles and Persons	The Platform should be capable of grouping multiple occurrences of unique vehicles and persons by leveraging advanced recognition technologies.
		This includes the use of facial recognition and number plate recognition.
		The system should be able to aggregate all the alerts of a uniquely identifiable object irrespective of its registration status i.e. unregistered, registered or registered across different databases at different points of time and if these objects are seen together across multiple cameras, it should be proactively highlighted
		The system should also be able to consume relationship information between uniquely identifiable objects either manually or through integration with third party databases, the architecture and format of any such integration should be entirely driven by the analytics vendor and not the database provider.
21	Single OEM ownership	Unified Video Intelligence Platform and all core functionalities including NLP search, Facial Recognition System (FRS), Automatic Number Plate Recognition (ANPR), video analytics algorithms must be developed, and owned end-to-end by a single OEM to ensure seamless interoperability, accountability, and streamlined support. OEMs should establish their ownership by providing necessary documentation.
22	On prem deployment support	The system shall support 100% on-premise deployment with no dependency on internet or third-party APIs for any core functionality.
23	Make In India	The entire platform must be fully developed, owned, and maintained in India.

Crowd Estimation		
1	Detections	The system shall be capable of detecting and estimating the number of people in large crowd scenarios across indoor and outdoor environments.

		The system shall be capable of estimating crowd density per defined region and highlight overcrowded zones based on user-defined thresholds.
		The system shall allow users to define specific regions of interest (ROIs) within the camera frame where crowd estimation must be performed.
2	Multiple Region Support	The system shall be capable of monitoring and estimating crowds in multiple, independent ROIs simultaneously within a single camera view.
		The system shall provide separate count and density statistics for each configured region.
		The system shall allow overlapping or nested ROIs for hierarchical crowd monitoring (e.g., total area + subzones).
3	Threshold Configuration and Alerting	The user shall have the ability to configure threshold limits for crowd count or density within any defined region.
		The system shall be capable of generating alerts when the defined threshold is crossed in any of the configured ROIs.
		The system shall support different threshold values for different ROIs to reflect varied space constraints.
4	Stampede and Erratic Movement Identification	The system shall be capable of detecting sudden, high-speed collective movement patterns indicative of stampede behavior within dense crowd environments.
5	Region of Interest (ROI) Configuration	The system shall allow users to configure multiple ROIs for monitoring stampede or erratic movements, with independent detection settings for each region.
6	Historical Data and Reporting	The system shall maintain a time-series log of crowd estimates for each ROI, which can be accessed via charts or reports.
		The system shall allow export of crowd count/density data in standard formats (CSV, JSON) for further analysis.
		The system shall provide time-of-day and day-of-week trend analytics for crowd estimation with hourly granularity.

Facial Recognition System (FRS)		
1	Core Functionality	The Face Recognition System (FRS) shall seamlessly operate in real-time and offline mode, identifying and recognizing faces from live video streams of CCTV, digital image files, or archived footage. The system should be compatible with various input sources including IP cameras, body-worn cameras, mobile handset cameras, Tablet cameras, UAVs, and drones.

2	Live Face Database Update	a) The FRS system should support real-time updates to its database, enabling the immediate addition or modification of entries without requiring reconfiguration or application/system restarts.
		b) It should also allow for the seamless integration of faces detected in live feeds from various sources, thereby constantly improving the accuracy and completeness of the database.
		c) The FRS system should support Advanced deduplication and quality control mechanisms to maintain a high-integrity database suitable for security and surveillance applications.
3	De-duplication	a) The Facial Recognition System (FRS) should possess the capability to verify whether a newly enrolled face already exists within the database prior to proceeding with the registration of the new face into the system.
		b) In addition, the system must have the capability to swiftly locate any prior detection of a Person of Interest (POI) when enrolled into the watch list, achieving a retrospective search in under 2 seconds.
		c) It should incorporate advanced deduplication and quality control mechanisms to uphold a high-integrity database, ensuring suitability for security and surveillance purposes.
4	Environment	a) FRS should run in constrained and unconstrained environments both with optimised compute power and minimum hardware sizing provided below.
		b) FRS system shall be able to recognize a minimum 70 x 70 Pixel face size in video or live feed.
5	Adaptable to the Indian condition	a) The FRS System shall demonstrate exceptional accuracy in detecting and recognizing faces across a wide spectrum of Indian facial characteristics, functioning seamlessly in various environmental conditions.
		b) It shall provide the capability to be fine-tuned or sustained using Indian-centric datasets, ensuring consistent and adaptable performance to meet local needs.
6	Detections in crowd	The system shall be able to detect more than 20 faces simultaneously in a crowd on moderate face rotation either horizontal or vertical. It should support a yaw angle of -40 to +40 degrees, a pitch angle of -30 to +30 degrees and a roll angle of -30 to +30 degrees relative to the camera.
		a) The FRS shall provide support to recognize partial faces

7	Detection of partial faces	with varying angles from multiple videos simultaneously from Video clips and VMS Playback directly from FRS Client Interface. FRS shall be able to process uploaded pre-recorded video feeds
		depending on the proposed hosting hardware and the video quality.
		b) The FRS system shall provide detection output indicating the orientation of the detected face, distinguishing between front and side faces with score.
8	Detection robustness	System shall be able to detect the faces across the multiple CCTV video sources for online (real-time) and offline modes regardless of following conditions:
		a. Changes in Facial expression
		b. Changes in facial hair or hairstyle
		c. Changes by moderate ageing (up to 10 years)
		d. Partially hidden faces or occluded faces like wearing dark glasses mask etc
		e. Changes in lighting conditions
9	Search Capabilities	Simple Search UI that facilitates quick and easy access to the collection of events recorded by the system without the constant monitoring by operators and must perform a full 1: N search of the probe image by both existing events as well as image uploads. It shall support following-
		a. Search previous events by enrolled names
		b. Search previous events by date and time
		c. Search previous events by camera group
10	Face Retro search from Detections	a. Search previous events by images from previous detections and show as pre-stacked together basis on similarity.
		b. Search previous events by images uploaded by operator and show as pre-stacked together basis on similarity.
11	Retrospective Search	FRS shall have capability of Search backwards for previous detections and/or recognitions (events) of the detected person without enrolment from live CCTV & other forensic videos / offline videos.
12	Public / Internet Image search	FRS system shall be able to search any image available in open domain without manually uploading or downloading the image.
		The search results should be categorized basis the confidence of the algorithm and pre stacked together basis on similarity,
		FRS must allow tracking of faces on maps to be uploaded in

13	Map feature	the system for cameras connected to FRS and shall highlight the camera location on the map for each detection/alert.
14	Algorithm Benchmarking	a) The Face Recognition Algorithm should have participated and been established in the Face Recognition Algorithm Evaluation conducted by NIST (National Institute of Standards and Technology, U.S. Department of Commerce) for both 1:N and 1:1 FRVT Tests. b) The NIST benchmark/ latest performance FRVT test results should not be more than 12 months old as on the date of bid submission. For NIST 1:1 c) For NIST 1:1, FNMR at FMR = 10-6 on Mugshot-Mugshot should be less than 0.0025 & FNMR at FMR = 10-6 on VISA-Border should be less than 0.003 and FNMR at FMR = 10-6 on Border-Border should be less than 0.0056 For NIST N:1 d) For NIST 1:N, FNIR (N=12M, R=1, T=0) Mugshot-Mugshot should be less than 0.001.

Person Attribute Detection		
1	Person Attribute Detection	The Person Attribute Detection should incorporate person attribute-based search capabilities on UVIP to assist forensic search and investigation teams. This functionality should enable identification and filtering of individuals based on visual characteristics, even in scenarios where facial data is not clearly available. The system must automatically extract and index the following person attributes—wherever the camera captures partial or full-body visuals within its field of view (FOV): 1. Upper Clothing – Type (e.g., shirt, jacket, t-shirt) and colour 2. Lower Clothing – Type (e.g., jeans, trousers, skirt) and colour 3. Hair – Style and presence of headgear (e.g., cap, helmet, scarf, glasses) 4. Object in Hand – Detection of any handheld items (e.g., bag, mobile, weapon) 5. Age Group – Estimated age category (e.g., child, youth, adult) 6. Gender – Predicted gender of the person 7. Body Type – Physique-based categorization (e.g., slim, average, heavy)

		8. Action – Basic behavioural cues (e.g., walking, running, sitting, carrying) These attributes must be part of the metadata generated by the algorithm and indexed to enable quick and efficient forensic search. The system should allow users to query and filter alerts based on any combination of the above attributes, thereby enhancing the investigation process even in the absence of identifiable facial information.
2	NLP Support	The system must support advanced natural language processing (NLP) to enable users to search using simple, conversational queries. (Example: The system should understand and accurately process queries such as “find me all the person wearing black shirt and blue jeans that have crossed the entry camera in the past 2 days”)

Unattended Object Detection		
1	Detections	The system shall be capable of detecting left objects such as bags, suitcases, handbags, carton boxes of considerable sizes (100 X 100 Pixels minimum), that have remained stationary for a period that is considered suspicious by the user. The system shall be capable of performing the abandoned object detection despite drastic light changes and the casting of shadows in front of the left objects. The system should have utility to configure multiple regions to define the region of interest for the user to find the objects.
2	Multiple object detection	The system shall have the ability to detect multiple object that are left stationary in a scene. The system shall be able to detect multiple objects each with its own timer as per the defined detection time. If multiple objects are abandoned in the scene one after the other and alarm shall be raised for each object (one after the other) once that object has been left in the scene for longer than the detection time.
3	Configuration of Detection time	The user shall have the ability to configure the detection time to suit the environment.

Loitering		
1	Detections	The system shall detect individuals or groups remaining in a designated area beyond a configured time threshold and raise a loitering alert.

	Person Collapse Detection	
1	Detection	Detects and share real time alert when a person has fallen down or collapsed and is seen in the camera stream

	Dynamic Intrusion Detection for Platform	
1	Detection	The system shall be capable of detecting unauthorized entry or presence in defined monitoring zones within both indoor and outdoor environments. The system shall be capable of automatically adjusting the intrusion detection region based on the presence or movement of metro trains, ensuring dynamic zone boundaries.
2	Dynamic Region Adjustment	The system shall automatically redefine intrusion regions in real time based on the positional context of metro trains within the camera frame. The system shall ensure intrusion zones shrink, expand, or shift according to metro arrival, departure, or stationary phases.
3	Threshold Configuration and Alerting	The user shall have the ability to configure sensitivity and size thresholds for intrusion events in each defined region. The system shall be capable of generating alerts when intrusion occurs within dynamically adjusted zones. The system shall support different thresholds for static and dynamic regions to account for operational constraints.
4	Region of Interest (ROI) Configuration	The system shall allow users to configure and edit both static and dynamic ROIs, with the option to enable automatic ROI adjustments based on metro detection. The system shall store both the original ROI and dynamically generated ROIs for audit purposes.
5	Historical Data and Reporting	The system shall maintain a time-series log of intrusion events for each ROI, including the dynamic shape and position of the zone at the time of the event. The system shall allow export of intrusion event logs in standard formats (CSV, JSON) for further analysis. The system shall provide time-of-day and day-of-week intrusion trend analytics, separated by static and dynamic ROI events.
	Wrong Entry Detection	

1	Detection	The system shall be capable of detecting unauthorized person entry or movement in the prohibited direction within defined monitoring zones in both indoor and outdoor environments. Detect persons entering through exit gates, no-entry zones, restricted corridors, one-way pathways, or emergency exits. Distinguish between human subjects and non-human objects to minimize false alarms. Detect Entry Through Exit Gates No-Entry Doors Restricted Corridors Emergency Exits Work in indoor and outdoor environments. Support day and night monitoring. Differentiate between humans and non-human objects. Generate alerts only when a person crosses the predefined wrong direction line.
2	Region Configuration (ROI)	Drawing of directional lines (one-way movement). Creation of polygon-based restricted zones. Creation of polygon-based restricted zones. Configuration of entry and exit directions. Multiple zones per camera. Easy modification of detection areas by authorized users.
3	Alert Generation	Generate real-time alert on dashboard. The alert should capture below details. Capture snapshot image. Display: Camera name Location Date & time Event type (Person Wrong Entry)
Scene Description		
1	Scene Description – Core Functionality	The system shall provide AI-powered Scene Description functionality as part of the core video analytics platform for both live camera streams and recorded video footage analysis. The system shall automatically generate structured textual descriptions of activities, objects, and events occurring within the scene.

		The system shall analyze and describe all relevant entities present in the scene including persons, vehicles, crowd activities, and abnormal events.
		The system shall support real-time as well as post-event forensic scene summarization.
		The system shall generate descriptive insights without affecting the performance of ongoing analytics operations.
		The system shall support deployment on fixed cameras, PTZ cameras, traffic cameras, and surveillance cameras.
		The system shall work in both indoor and outdoor environments.
		The system shall support day and night scene analysis.
2	Object Identification & Classification	The system shall identify and describe persons, vehicles, and other relevant objects present within the scene.
		The system shall classify vehicles into categories including: HMTV (Heavy Motor Vehicle) LMTV (Light Motor Vehicle) 2W (Two Wheeler) us Truck Car Auto / Rickshaw Bicycle
		The system shall detect object movement direction and activity patterns.
		The system shall identify stationary and moving objects.
		The system shall describe interactions between persons and vehicles where applicable.
		The system shall distinguish between human subjects and non-human objects to minimize false detections.
3	Person-Related Scene Description	The system shall describe person-related activities occurring within the scene.
		Detect presence and movement of persons.
		Detect entry and exit activity.
		Detect loitering or unusual behavior.
		Detect crowd gathering and dispersal patterns.
		Detect person interactions with restricted areas or objects.
		Generate person count within the scene.
		Support multi-person activity description.
4	Vehicle-Related Scene Description	The system shall provide vehicle-related descriptive analytics.
		Detect vehicle presence and movement.
		Detect vehicle direction and traffic flow.
		Generate vehicle count.
		Classify vehicle categories.
		Detect stopped or abnormal vehicle behavior.
		Detect congestion or unusual traffic conditions.

		Describe interactions between vehicles and pedestrians.
5	Crowd Estimation & Analysis	The system shall provide crowd estimation and density analysis capabilities.
		Estimate crowd density within defined monitoring areas.
		Analyze crowd distribution across the scene.
		Detect & Describe overcrowding conditions.
		Detect and Describe sudden crowd formation or abnormal dispersal.
		Generate alerts for crowd threshold violations.
6	Abnormal Activity Detection	The system shall identify and describe abnormal or suspicious activities within the scene.
		Detect unauthorized movement or restricted area violations.
		Detect abandoned objects.
		Detect unusual crowd behavior.
		Detect running, panic movement, or sudden activity escalation.
		Detect stalled or suspicious vehicles.
7	Region Configuration (ROI)	Detect unusual motion patterns based on configured rules.
		Support creation of polygon-based Regions of Interest (ROI).
		Support multiple monitoring zones per camera.
		Support virtual lines and directional movement configuration.
		Allow configuration of restricted and observation zones.
8	Scene Description Output	Allow easy modification of monitoring regions by authorized users.
		The system shall generate structured scene summaries in textual format.
		Display detected object details and activities.
		Display vehicle counts and classifications.
		Display crowd estimation results.
		Display abnormal activity descriptions.
		Generate timestamped event summaries.
9	Alert Generation & Visualization	Support searchable event descriptions for forensic investigation.
		Generate real-time alerts on the monitoring dashboard.
		Capture associated snapshot images/video clips. Display: Camera name Location Date & Time Event type Scene description summary Vehicle/person/crowd details
10	Performance & System Requirements	The system shall support simultaneous analytics and scene description generation without significant degradation in processing performance.
		The system shall support scalable deployment architecture.

		The system shall support GPU-accelerated processing where applicable. The system shall support integration with VMS, command center dashboards, and forensic investigation modules. The system shall maintain logs of generated scene descriptions and alerts for audit and investigation purposes.
11	NLP-Based Search Functionality	The system shall support Natural Language Processing (NLP)-based search capability for intelligent retrieval of video events and scene descriptions. The system shall allow operators to search using natural language queries including: “Show crowded area near entrance” “Find person wearing red shirt” “Search unattended bag” “Find fallen person” “Show dog detected near parking” “Search heavy crowd movement” The system shall correlate search keywords with generated scene descriptions, metadata, detected objects, activities, and contextual information.
12	Semantic Search Capability	The system shall support semantic understanding of search queries and retrieve relevant events even if exact keywords are not matched. Example: Search Query: “Person lying on floor” Relevant retrievals may include: Slip and fall incidents Fallen person events Motionless body detection events
13	Intelligent Scene Summarization	The system shall generate human-readable scene summaries for quick situational awareness and investigation support. Example: “Crowded platform area with multiple passengers carrying luggage.” “Moderate pedestrian movement observed near corridor.” “Animal intrusion detected near roadway boundary.”
	Facial Recognition based Attendance Management System	

1	Application Type	Enterprise-class, IP-enabled facial recognition software fully integrated with existing institutional databases and systems.
2	AI Technology	Leverages state-of-the-art deep learning models such as CNNs, Vision Transformers and diffusion models for facial recognition and context-based image processing.
3	Algorithm Adaptation	Supports adaptive learning to improve accuracy over time by integrating new facial data and user corrections.
5	Real-Time Monitoring	Provides real-time facial recognition and attendance status updates via IP-enabled cameras.
6	Performance Optimization	Utilizes parallel processing and edge computing for optimized resource utilization and low-latency recognition.
7	Data Encryption	Encrypts all facial data and personal information in transit.
8	Access Control	Implements role-based access control (RBAC) to restrict access to sensitive data based on user roles and permissions.
9	Data Retention	Configurable data retention policies aligned with institutional and regulatory requirements (e.g., GDPR, CCPA).
Automatic Number Plate Recognition (ANPR)		
1	Software application	The ANPR Application shall be an enterprise class, IP-enabled security and safety software solution capable to run fully over the Unified Video Intelligence Platform.
2	Accuracy	The automatic number plate recognition Software will be part of the supplied system. For the first 3 months the accuracy should be between minimum 80%-85%, for the next 3 months, minimum– 90%-95% and then the overall accuracy rate of ANPR will be taken as 95% or better (for both day and night time)

रेलटेल
RAILTEL

3	Algorithm	ANPR System should be able to leverage the latest AI Deep learning technology for localisation of number plates and should be able to localise different type, skewed and rotated number plates. ANPR systems should use the RNN or LSTM based architecture for context based OCR.
4	Real-Time Performance	ANPR application shall demonstrate real-time processing capability, with a processing time of less than 100 milliseconds per frame on standard hardware. Optimise algorithms for parallelization and efficient resource utilisation to enable deployment on edge devices and embedded systems.
5	Data Protection	The ANPR Application shall allow the user to Protect a Read or Hit from deletion for a configurable period of time.
6	User Correction	The ANPR Application shall allow the user to correct a Plate Read manually.
7	Hotlist Creation	The ANPR Application shall present the user with a Simple Wizard for Hotlist creation. The ANPR Application shall allow the user to create a Hotlist without the need for any attribute information other than license plate number. The ANPR Application shall allow the user to search the configured hotlists for any data in any of the specified fields.
8	Hotlist Report	The ANPR Application shall allow the user to generate a read report specifically targeted to those reads that generated a hit.
9	Map Support	The ANPR Application shall allow for map-based viewing of real-time read monitoring. This feature should be made available with integration with the Video Intelligence Application.
10	Partial search	The ANPR Application shall allow the user to search for full or partial license plate numbers.
11	Wildcard Search	The ANPR Application shall allow the user to search for a license plate by using wildcards.
12	Hotlist download	The ANPR Application shall allow the user to automate downloading Hotlists from a FTP/SFTP or HTTP/HTTPS server using username/password/certificate authentication.
13	Number plate missing detection	The system should be able to detect if there is any vehicle in the camera view without a properly installed number plate or no number plate at all .

14	Report Management	The ANPR Application shall allow the user to customise the format of the Reports displayed on-screen. This feature should be made available with integration with the Video Intelligence Platform. Reporting, including creating custom report templates and incident reports.
15	Communication	The ANPR Application shall be an IP enabled solution. All communication between the SSM and ANPR Application shall be based on standard TCP/IP protocol and shall use TLS encryption with digital certificates to secure the communication channel.
16	Central database	The ANPR Application shall manage the central database that contains all the system information and component configuration of the ANPR Application.
17	Day 1 Support for Protection against database failure	The ANPR Application shall have support with redundancy feature for protection against any potential database server failure and continue to run through standard off-the-shelf solutions.
18	User-authentication	The ANPR Application shall authenticate users and give access to the ANPR Application based on predefined user access rights or privileges, and security partition settings. This feature should be made available with integration with the Video Intelligence Platform.
19	User configuration	The ANPR Application shall support the configuration/management of the following components specific to ALPR: ANPR units and cameras. Hotlists and Wanted vehicles It shall be possible to view video associated to ANPR events when viewing a report.
20	System health	The ANPR application shall monitor the health of the system, log health-related events, and calculate statistics. This feature should be made available with integration with the Video Intelligence platform.
21	Server Management	Calculates availability for clients, servers and ALPR/access/video units for efficient SLA management.
22	Health Dashboard	A web-based, centralized health dashboard shall be available to remotely view unit and role and status of the ANPR devices. This feature should be made available with integration with the Video Intelligence platform. Detailed system care statistics will be available through a web-based dashboard providing health metrics of ANPR application including Uptime and mean-time-between-failures. This feature should be made available with integration with the Video

		Intelligence platform.
23	Integration with 3rd Party Database	ANPR Platform should integrate with Vaahan, NIC, MORTH or any other database as required.



रेलटेल
RAILTEL



रेलटेल
RAILTEL

CHAPTER 3B

INSPECTION, INSTALLATION AND SUPERVISION OF TESTING, COMMISSIONING & INTEGRATION

3.B.1 INSPECTION:s

For the items having RDSO specifications: Inspection to be done by RDSO

For the items having TEC/Other specifications: Inspection to be done by Authorized RailTel in-charge.

3.B.7 Site Acceptance Testing (SAT)

Site acceptance Test will be conducted jointly by Railway, RailTel and contractor after successful commissioning of project.

3.B.7.1 PROVISIONAL ACCEPTANCE CERTIFICATE (PAC)

On successful installation, commissioning, Site Acceptance Test and integration of the equipment with the existing network, Provisional Acceptance Certificate (PAC) will be signed by authorized representative of RailTel nominated by the ED/RGM of Northern region. PAC will not be held back for want of minor deficiencies not affecting the functioning of the overall system. Deficiencies, if any, pointed at the time of issuance of PAC, will be rectified by the contractor within one month.

3.B.10 FINAL ACCEPTANCE

The final acceptance of the works completed shall take effect from the date of successful completion of 12 months after issue of final/last PAC in any case that the contractor has complied fully with his obligations in respect of each item under the contract. The Final Acceptance Certificate shall be signed by authorized representative of RailTel nominated by the ED/RGM of Northern region. Notwithstanding the issue of Final Acceptance Certificate, the contractor and the purchaser shall remain liable for fulfillment of any obligation incurred under the provision of the contract prior to the issue of Final Acceptance Certificate which remains unperformed at the time such certificate is issued and for determining the nature and extent of such obligation the contract shall be deemed to remain in force between the parties hereto.

3.B.11 Final Commissioning

The system shall be considered to be commissioned only after successful completion of the SAT jointly sign by Railtel, bidder and Railways.

Any item of bidder's goods/services not specifically mentioned, but considered essential for completion/commissioning of the work in all respects shall be deemed to be included in the scope of work. Any additional item, if required for completion of work, shall be required to be supplied by the bidder free of cost.

1.6 General System Guidelines

- a) Bidder shall be responsible for the successful completion of the project.
- b) If during the course of execution of the work any discrepancy or inconsistency, error or omission in any of the provisions of the contract is discovered, the same shall be referred to

the Purchaser/Engineer who shall give his decision in the matter and issue instructions directing the manner in which the work is to be carried out. The decision of the Purchaser/Engineer shall be final and conclusive and the bidder shall carry out the work in accordance thereof.

3.B.11 QUALITY ASSURANCE

- i) Tenderer shall submit the details of Quality Assurance program followed by him beginning with raw materials, active, passive and fabricated components, units, sub-assemblies, assemblies, wiring, interconnections, structures. etc. to finished product. Tenderer shall obtain and forward the Quality Assurance Program for equipment supplied by Sub-vendor, if any.
- ii) The Purchaser's/engineer reserves the right to inspect and test each equipment at all stages of production and commissioning of the system. The inspection and testing shall include but not be limited to raw materials, components, sub-assemblies, prototypes, production units, guaranteed performance specifications etc.
- iii) For Factory inspection and testing, Tenderer shall arrange all that is required e.g. quality assurance personnel, space, test gear etc. for successful carrying out of the job by the Purchaser/Engineer, at Tenderer's cost, at the Manufacturer's works.
- iv) Purchaser's/Engineer shall have free entry and access to any and all parts of the Manufacturer's facilities associated with manufacturing and testing of the system at any given time.
- v) It shall be explicitly understood that under no circumstances shall any approval of the Purchaser's/Engineer relieve the Tenderer of his responsibility for material, design, quality assurance and the guaranteed performance of the system and its constituents.
- vi) Tenderer shall invite the Purchaser's/Engineer, at least 7 days in advance, of the date at which system shall be ready for Inspection and Testing. All relevant documents and manuals approved Engineering drawings etc. shall be available with the Purchaser/Engineer well in advance of the start of Inspection and Testing.
- vii) Purchaser's Engineer or his representative shall, after completion of inspection and testing to their satisfaction, issue factory acceptance certificates to release the equipment for shipment. No equipment shall be shipped under any circumstances unless a factory acceptance certificate has been issued for it, unless agreed otherwise by Purchaser's Engineer.

(End of Chapter-3B)

CHAPTER 4A

COMMERCIAL TERMS & CONDITIONS

4.A.1 Offer letter and Validity of offer

4.A.1.1 The bidder shall complete the offer letter (Chapter 1) and the Price Schedule (Chapter 2) furnished in the tender documents, indicating the goods to be supplied, description of the goods, associated technical literature, quantity and prices etc.

4.A.1.2 The offer should remain valid for a minimum period as per BDS.

4.A.2 Warranty

4.A.2.1 The warranty would be valid for a period of 12 months after issue of PAC. The supplier shall warrant that stores to be supplied shall be new and free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards of materials of the type ordered and shall perform in full conformity with the specifications and drawings. The supplier shall be responsible for any defects that may develop under the conditions provided by the contract and under proper use, arising from faulty materials, design or workmanship such as corrosion, inadequate quantity of material to meet equipment requirements, inadequate contact protection, deficiencies in design and/ or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect the stores are faulty.

4.A.2.2 If it becomes necessary for the contractor to replace or renew any defective portion/portions of the supplies under this clause, the provisions of the clause shall apply to the portion/portions of the equipment so replaced or renewed or until the end of the above-mentioned period or twelve months, whichever may be later. If any defect is not remedied within a reasonable time of 10 days, the Purchaser may proceed to do the work at the contractor's risk & cost, but without prejudice to any other rights which the Purchaser may have against the contractor in respect of such defects.

4.A.2.3 Replacement under warranty clause shall be made by the contractor free of all charges at site including freight, insurance and other incidental charges.

4.A.2.4 Warranty Support

4.A.2.4.1 Material for repair during Warranty Period shall be handed over /taken over to contractor's engineer/representative at RailTel's regional NOC locations or sites where equipments are installed.

During the warranty period, the contractor shall remain responsible to arrange replacement within time period and for setting right at his own cost any equipment installed by him which is of defective manufacture or design or becomes unworkable due to any cause whatsoever. The decision of the RailTel's representative in this regard to direct the contractor to attend to any damage or defect in work shall be final and binding on the Contractor.

4.A.2.4.2 During the warranty period, the contractor shall be responsible to the extent expressed in this clause for any defects that may develop under the conditions provided for by the contract and

under proper use, arising from faulty materials, design or workmanship in the plant, or from faulty execution of the plant by the contractor but not otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser Engineer who shall state in writing in what respect the portion is faulty.

- 4.A.2.4.3 During the free warranty maintenance period, contractor shall stabilize the working of the system. Purchaser has the right to extend the period of supervision of the maintenance, free of cost till the system stabilizes and works satisfactorily for a reasonable period of time. If during the time any equipment etc. is to be added or deficiencies are to be rectified to make the system work trouble free, the same also will have to be done by the contractor at no cost to RailTel as to make good all the deficiencies.

4.A.2.5 Maintenance Supervision:

- 4.A.2.5.1 After the proposed network is commissioned and placed in service and after provisional acceptance certificate is issued, the contractor shall be responsible for proper maintenance supervision of the network free of cost for a period of twelve months from the date of provisional acceptance.

For this purpose, Bidder/OEM shall prepare a maintenance plan and make available the services of qualified maintenance engineers stationed at the location approved by Purchaser's Engineer who will guide and supervise the RailTel maintenance staff. The tenderer shall keep minimum two maintenance engineers at the locations approved by RailTel, who will visit the total installation as per the instructions of Purchaser's Engineer or earlier if the situation so warrants with the provision that monthly reports of the failures and health of the equipment is generated from the NMS and is made available jointly signed by contractor and RailTel Official.

- 4.A.2.5.2 During this period of maintenance supervision if any lacuna is noticed in the functioning, as a result of any deficiency in work, the contractor will rectify the same at no cost to RailTel. During such rectification if any faulty equipment/modules need replacement or repair, they shall be provided by the contractor from the set of equipment or modules that the contractor should bring to the site of installation in addition to all the materials to be supplied against this contract. Use of spare modules covered under the Schedule of material of this tender shall not be permitted to be used during installation, commissioning and period of maintenance supervision.

4.A.3. Long Term Maintenance Support-Deleted

4.A.4. Delivery, Installation, Testing, Commissioning & Integration period

The materials as per SOR-A are required to be delivered, installed, tested, commissioned & integrated within period as per BDS. The bidder is required to submit the PERT chart showing the various activities which are required for supply, installation, testing, commissioning and integration of the equipment. Name of sites are enclosed as Annexure-I. Consignee address and details will be provided to the successful bidder.

4.A.5. Payment Terms for Supply items

- 4.A.5.1 75% payment of the value of supply items would be made on receipt of material by the consignee duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:
- (i) Valid Tax Invoice
 - (ii) Delivery Challan/ E-way bill
 - (iii) Packing list.
 - (iv) Factory Test Report.
 - (v) Purchaser's Inspection certificate
 - (vi) Consignee receipt
 - (vii) Warranty certificate of OEM
 - (viii) Insurance certificate
 - (ix) A certificate duly signed by the firm certifying that equipment/ materials being supplied are new and conform to technical specification.
- 4.A.5.2 15% payment of the value of Supplied item shall be made by RailTel on successful Installation & Commissioning at site and Site Acceptance Test (SAT) Report issued by concerned region. Further 5% payment of the value shall be made by RailTel on issue of Provisional Acceptance Certificate (PAC) by concerned region as per clause 3.B.7.1, Chapter-3B. Last 5% payment of the value of Schedule-A shall be made by RailTel on issue of Final Acceptance Certificate (FAC) by concerned region.
- 4.A.5.4 The breakup of taxes has to be furnished and same should be reflected in the bills so that any input credit can be availed by RailTel.
- 4.A.5.5 **Payment of Service Items**
- 4.A.5.5.1 90% payment of service items shall be made by respective Sr.DGM/project of the Region on issue of Site Acceptance Test (SAT) report, 5% on issue of PAC and final 5% on issue of Final Acceptance Certificate.
- 4.A.5.5.2 Deleted.
- 4.A.5.6
- 4.A.5.7 For item involving both **Supply and Installation**, 70 % payment made after supply of material with documents mentioned above , 20% after issue of SAT. Further 5% payment of the value shall be made by RailTel on issue of Provisional Acceptance Certificate (PAC). 5% payment on issue of Final Acceptance Certificate (FAC) after deduction of penalty.

Payment of Software Items

- 4.A.5.8 50% payment on supply of software.40% on installation and commissioning after issue of SAT to be made by respective Executive Director/Regional General Manager of the Region on issue of Site Acceptance Test (SAT) report, 5% on issue of PAC and final 5% on issue of Final Acceptance Certificate.

4.A.5.9 Bill passing authority is Sr.DGM/Project and paying unit for the items under SOR is JGM/Finance.

4.A.6. Performance Bank Guarantee (Security Deposit)

4.A.6.1 The successful bidder has to furnish security deposit in the form of Performance Bank guarantee @ 10% (**Form no. 8 of Chapter-6**) of issued PO/ LOA value, the same should be submitted within 30 days of issue of LOA/PO, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. This PBG should be from a Scheduled Bank and should cover warranty period plus four months for lodging the claim. The performance Bank Guarantee will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.

4.A.6.2 The Performance Bank Guarantee (security deposit) will bear no interest.

4.A.6.3 This PBG would be released after satisfactory completion of contract including warranty period.

4.A.6.4 A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in own interest of bidder to obtain RailTel's bank IFSC code, its branch and address and advise these particulars to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

SFMS report guidelines: -

BG advising message – IFN 760COV/ IFN 767COV via SFMS

- To mandatorily send the Cover message at the time of BG issuance.
- IFSC Code of ICICI Bank to be used (ICIC0000007).
- Mention the unique reference (RAILTEL6103) in field 7037.)

4.A.7. Taxes & Duties

4.A.7.1 The price quoted in the offer should be firm, fixed indicating the breakup and inclusive of all taxes & duties like import, custom, Anti-Dumping, CGST, SGST, IGST, UTGST etc. The offer should be inclusive of packing, forwarding, freight up to destination, insurance charges.

4.A.7.2 Bidder shall issue valid tax invoice to RailTel for availing proper credit of CGST/SGST/IGST/UTGST in case of award of Contract. GST will not be reimbursed in the absence of valid tax invoice.

4.A.7.3 For all the taxable supplies made by the vendor, the vendor shall furnish all the details of such taxable supplies in the relevant returns to be filed under GST Act.

4.A.7.4 If the vendor fails to comply with any of the above, the vendor shall pay to purchaser any expense, interest, penalty as applicable under the GST Act.

- 4.A.7.5 In case of incorrect reporting of the supply made by the vendor in the relevant return, leading to disallowance of input credit to purchaser, the vendor shall be liable to pay applicable interest under the GST Act to the credit of purchaser. The same provisions shall be applicable in case of debit/credit notes.
- 4.A.7.6 Tenderer shall quote all-inclusive rates, but there shall be break up of basic price and all type of applicable taxes such as SGST/CGST/IGST/UT GST alongwith respective HSN/SAC Code under GST Law (Including tax under reverse charges payable by the recipient).
- 4.A.7.7 Wherever the law makes it statutory for the Purchaser to deduct any amount towards GST at sources, the same will be deducted and remitted to the concerned authority.
- 4.A.7.8 In regards to service support, the tenderer should have registration no. for GST and shall furnish GST registration certificate on award of LOA.
- 4.A.7.9 The imposition of any new tax and/or increase in the aforesaid taxes, duties levies, after the last stipulated date for the receipt of tender including extensions if any and the bidder there upon necessarily and properly pays such taxes/levies/cess, the bidder shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of RailTel attributable to delay in execution of work within the control of bidder. The bidder shall, within a period of 30 days of the imposition of any such tax or levy or cess, give a written notice thereof to RailTel that the same is given pursuant to this condition, together with all necessary information including details of input credit relating thereto. In the event of non-payment/default in payment of any of the above taxes, RailTel reserves the right to with-hold the dues/payments of bidder and make payment to state/Central Government authorities as may be applicable. However, if the rates are reduced after the last stipulated date for receipt of tender, bidder has to pass on the benefits to RailTel.
- 4.A.7.10 Bidder has to submit an Indemnity Bond as per Form no. 7 of Chapter- 6.

4.A.8. Insurance

- 4.A.8.1 The Contractor shall take out and keep in force a policy or policies of insurance from the date, the delivery of material starts (including the transit portion) against all liabilities of the Contractor or the Purchaser. The contractor shall take out and keep in force a Policy or policies of Insurance for all materials covered in schedule of requirement irrespective of whether used up in the portion of work already done or kept for the use in the balance portion of the work until such material are provisionally handed over to RailTel. The goods will be issued by purchaser to supplier and risk of goods shall remain with supplier until the issue of PAC by RailTel. Insurance policy has to be kept valid by the contractor till issue of PAC by RailTel.
- 4.A.8.2 The Contractor should ensure the stores brought to site, against risks in consequence of war and invasion, as required under the Emergency Risk (Goods) Insurance Act inforce from time to time.
- 4.A.8.3 It may be noted that the beneficiary of the insurance policy should be RailTel or the policies should be pledged in favour of RailTel. The contractor shall keep the policy/policies current till the equipment are handed over to the purchaser. It may also be noted that in the event of contractor's failure to keep the policy current and alive, renewal of policy will be done by purchaser for which the cost of the premium plus 20% of premium shall be recovered from the contractor.

- 4.A.8.4 The bidder agrees to take insurances to cover all the elements of the project under this tender including but not limited to Manpower, Hardware, Software etc . Project insurance covering Manpower, Machine & Material aspects of the project needs to be taken by the bidder. Beneficiary of insurance shall be RailTel of policy should be pledge in favour of RailTel.
- 4.A.8.5 Work under this tender should be covered under Contractors All Risk Insurance Policy, insurance over should be effective from the date of commencement of project till the project is handed over to the customer/issue of PAC.

4.A.9. Liquidated Damages

The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order/LOA for any reason whatsoever attributed to failure of tenderer. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.

4.A.10. Transportation

The rates quoted should be CIP destination. The destination shall be defined POP / nominated office of RailTel in the proposed sections which shall be indicated by RailTel's representative.

4.A.11. Statutory Deduction

These will be made at source as per the rules prevalent in the area of work.

4.A.12. Qualification Criteria:

4.A.12.1 Eligibility Criteria Requirements for Bidders:

SN	Eligibility Criteria Requirements	Supporting Document Required
1)	Legal Entity: The bidder should be a Company registered in India under the Companies Act (India) with their registered office in India for the last three years.	• Certificate of Incorporation / Registration or • Memorandum of Association (MoA)
2)	Financial Capability: <i>The bidder should have minimum cumulative turnover from operation in the previous three financial years and the current financial year, at least 150% of the advertised value of the tender. The tenderers shall submit Certificates to this effect which may be an attested Certificate from the concerned department / client or Audited Balance Sheet duly certified by the Chartered Accountant/Certificate from Chartered Accountant duly supported by Audited Balance Sheet. The contact details of</i>	• Certificates to this effect which may be an attested Certificate from the concerned department / client or Audited Balance Sheet duly certified by the Chartered Accountant / Certificate from Chartered Accountant duly supported by Audited Balance Sheet. • The contact details of CA/Statutory Auditor along with UDIN No. shall be mandatorily mentioned on copy of certified Balance Sheet/Certificate.

SN	Eligibility Criteria Requirements	Supporting Document Required
	<i>CA/Statutory Auditor along with UDIN No. shall be mandatorily mentioned on copy of certified Balance Sheet/Certificate.</i>	
3)	Technical Eligibility: The tenderer must have successfully completed similar work of any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: i Three similar works each costing not less than the amount equal to 30% of advertised value of the tender, or ii Two similar works each costing not less than the amount equal to 40% of advertised value of the tender, or iii One similar work each costing not less than the amount equal to 60% of advertised value of the tender. Similar Work: Supply installation testing and commissioning of CCTV surveillance system/AMC of CCTV surveillance system/ ICT work/ AI based IT solution providing work.	Completion certificates from the User Organizations is required to be submitted Completed work means, work should be physically completed or substantially completed. In addition to project value for single work order, Annual Maintenance Contract (AMC) amount for the completed period as on date of opening will also be counted in the value of completed work. Substantial completion shall be based on 80 (eighty) per cent (value wise) or more works completed under the contract. For contracts under which the applicant participated as a joint venture member or sub-contractor, only the applicant's share, by value, shall be considered to meet this requirement. For arriving at cost of similar work, the value of work executed shall be brought to current costing level by enhancing the actual value of work at simple rate of seven percent per annum, calculated from the date of completion to the date of Bid opening. In case of composite work purchase orders, bidder shall submit CA certificate certifying the actual amount pertaining to similar work definition as mentioned in the clause (The component of the contract for this purpose shall be Work of VSS/CCTV/Security surveillance/IT/Telecom/ICT) as per given in BDS Note- Work experience certificate from private individual shall not be considered. However, in addition to work experience certificates issued by any Govt. Organization, PSU or any reputed Telecommunications company (TELCO), work experience certificate issued by Public listed company having average annual turnover of Rs 500 crore and above in last 3 financial years excluding the current financial year, listed on

SN	Eligibility Criteria Requirements	Supporting Document Required
		National Stock Exchange (NSE) or Bombay Stock Exchange (BSE), incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.

4.A.13. CONSORTIUM BIDS: Deleted

4.A.14. Participation Of Joint Venture (JV) Firms in Works Tender: Deleted

4.A.15. System Performance Guarantee

4.A.15.1. The tenderer shall give unqualified and unconditional guarantee that when the equipment / material supplied by him is installed and commissioned at site, it shall achieve the desired objective and that in the event of performance of the system when installed not complying with the end objective or with the specifications, he shall provide further inputs to enable the RailTel to realize the end objectives with full compliance of the specifications contained in these documents. No additional payment will be made to the contractor for supply of any additional goods and service required in this regard.

4.A.15.2. This certificate in the Proforma given in Chapter 6, Form No. 2, shall accompany the final offer. Absence of this certificate which will form part of the agreement shall disqualify the tenderer automatically.

4.A.16. Evaluation of Offer

4.A.16.1. Evaluation of bids will be done on totality and the Total Cost (all-inclusive).

4.A.16.2. Additional features offered by the bidder, over and above the ones asked for in the tender documents, shall not be considered for evaluation of bids.

4.A.16.4. The bidders should quote for all items & the offer will be evaluated in totality. The bidders should indicate brand name, type/model number of the products offered. The equipment should be supplied as per Technical Specifications given in Chapter-3A.

4.A.16.5 Inter se position of the offers will be determined on total unit rate on CIP destination basis which will include basic rate, custom duty, CGST, SGST, IGST, GST, freight, insurance and any other charge or cost quoted by the tenderer, including GST payable on reverse charge by RailTel, wherever applicable.

4.A.17. Security Considerations & Security Agreement: Deleted

4.A.17.3 Deleted

4.A.18. Purchaser's Right to Vary Quantities

4.A.18.1 The purchaser shall be at liberty to enhance or reduce the quantity mentioned in the LOA/Sub PO/PO as indicated in Bid Data Sheet (BDS) Chapter 5 without assigning any reasons. The bidder shall comply with such modifications unconditionally provided these are made before completion of the deliveries under the purchase order/LOA. Any such change in quantity shall have no impact on the rates mentioned in the purchase order/LOA for any such item.

4.A.18.2 Rate Contract: Deleted

4.A.18.2.1 Deleted

4.A.18.2.2 **Fall Clause:-** The tenderer shall undertake that in case the tenderer offers same type of material at a lower price to any other purchaser including the purchaser, Central/State/ Government Organization or Public Sector Undertaking/Enterprise in India, during the validity of purchase order/LOA, the equal benefit of lower prices will be passed on to RailTel. The tenderer will submit an undertaking to this effect while claiming the payment.

4.A.18.2.3 **The payment conditions against Rate Contract will be as under:** Deleted

4.A.19. Purchaser's Right to accept any offer / Bid and to reject any or all offer/ Bid

4.A.19.1 The Purchaser reserves the right to accept or reject any offer / bid, and to annul the bidding process and reject all offers / bids, at any time prior to award of order without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Purchaser's action.

4.A.20. Execution of Purchase Order/LOA

4.A.20.1 Deleted

4.A.20.2 The successful bidder has to submit the copy of the Purchase order/LOA duly signed on each page including Annexure & will submit the Performance Bank Guarantee as per Clause no. 4.A.6 of this chapter for due fulfillment of the PO/LOA.

4.A.20.3 If the successful bidder fails to submit the accepted copy of PO/LOA within 15 days from the date of issue, it shall constitute a breach of the agreement affected by the acceptance of the tender in which case the full value of the earnest money accompanying the tender shall stand forfeited without prejudice to any other rights or remedies.

4.A.20.4 In the event of any tenderer whose tender is accepted and refuses to execute the PO/LOA as herein before provided, RailTel may determine that such tenderer has abandoned the Purchase Order/LOA and thereupon his tender and acceptance thereof shall be treated as cancelled and RailTel shall be entitled to forfeit the full amount of the Earnest Money and to recover the damages for such default.

4.A.21. Annulment of Award

Failure of the successful bidder to comply with the requirement of various clauses of tender document shall constitute sufficient ground for the annulment of the award and forfeiture of EMD in which event the Purchaser may make the award to any other bidder at the discretion of the Purchaser or call for new offers/ bids.

4.A.22. Earnest Money Deposit (EMD) or Surety Bond

- 4.A.22.1 All the Bidders/OEM are required to deposit EMD amount of Chapter-6 as mentioned in NIT and BDS through e-Nivida Portal as “Earnest Money”. EMD in no other form shall be accepted. **Offers without applicable EMD amount or Surety Bond (as per Form no. 10 of Chapter-6) shall be summarily rejected.**
- 4.A.22.3 The EMD may be forfeited if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Purchase order/LOA and fails to furnish performance bank guarantee (security deposit) in accordance with clause 4.A.6 of this chapter.
- 4.A.22.4 Offers without complete amount of Earnest Money shall be summarily rejected.
- 4.A.22.5 Earnest Money of unsuccessful bidders during first stage i.e. technical evaluation etc. shall be returned within 30 days of declaration of result of first stage.
- 4.A.22.6 The successful bidder’s EMD will be discharged upon the bidder’s acceptance of the purchase order/LOA satisfactorily and furnishing the performance bank guarantee and verification by RailTel in accordance with clause 4.A.6 (Chapter-4A).
- 4.A.22.7 Earnest Money will bear no interest.

4.A.23. For Micro and Small Enterprises (MSEs)

- 4.A.23.1 RailTel is registered with m1xchange TReDS Platform having Buyer registration Number “BUYER00001496”. The URL for m1xchange Platform is <https://www.m1xchange.com>. MSE suppliers/Vendors are required to register themselves on m1xchange Platform for availing the facility of bill discounting on TReDS portal. The bidder is mandatorily required to submit its TReDS registration number (as provided by m1xchange portal) and GRN (Goods/Service Receipt Note) Number (as provided by RailTel on delivery of Goods/Service) while submitting the invoices if requires to avail TReDS facility.
- 4.A.23.2 MSE vendor will bear all costs relating to availing the facility of discounting on TReDS platform including but not limited to Registration charges, Transaction charges for financing, Discounting Charges, Interest on financing, or any other charges known by any name shall be born by MSE Vendor.
- 4.A.23.3 MSE Vendor hereby agrees to indemnify, hold harmless and keep RailTel and its affiliates, Directors, officers, representatives, agents and employees indemnified, from any and all damages, losses, Claims and liabilities (including legal costs) which may arise from Sellers submission, posting or display, participation, in any manner, on the TReDS Platform or from the use of Services or from the Buyer’s breach of any of the terms and conditions of the Usage Terms or of this Agreement and any Applicable Law on a full indemnity basis.

- 4.A.23.4 RailTel shall not be liable for any special, indirect, punitive, incidental or consequential damages or any damages whatsoever (including but not limited to damages for loss of profits or savings, business interruption, loss of information), whether in contract, tort, equity or otherwise or any other damages resulting from using TReDS platform for discounting their (MSE Vendors) invoices.

4.A.24. Offer/ Bid Prices

- 4.A.24.1 The bidder shall give the prices indicating all levies and taxes, packing forwarding, freight and insurance etc. The basic unit price and all other components of the price need to be individually indicated against the goods it proposes to supply under the tender document as per schedule given in Chapter 2. The price shall be quoted in Indian Rupees (FOR/CIP destination).
- 4.A.24.2 The breakup of price of each item of SOR in terms of basic Unit price, Custom duty, CGST/SGST/IGST/GST and other taxes and any other Levies/charges already paid or payable by the tenderer shall be quoted for SOR of Chapter 2. Any changes in statutory duties/taxes after opening of technical bid will be to RailTel's account within the contracted delivery period.
- 4.A.24.3 All prices and other information like discounts etc. having a bearing on the price shall be written both in figures and in words in the prescribed offer form (SOR). In case of difference in words and figures, the amount written in words will be taken into consideration. In the event of any discrepancy between total unit cost and total cost, the value shown in total unit cost will be taken for evaluation purpose.
- 4.A.24.4 Deleted.

4.A.25 Clause wise Compliance

- 4.A.25.1 **For Bidder** – Bidder has to submit Nil Deviation (Form No. 10, Chapter-6) form as a compliance against all the terms and conditions of Tender document. Bidder may submit Deviation, if any, in his bid from Tender document in the format given in Form no. 12. **However, in case of submission of any Deviation from Tender conditions, RailTel reserves the right to reject the bid without giving any justification.**

Note: In case of non-submission of Form no. 12 (Chapter-6) with bid, the bidders bid may be rejected.

- 4.A.25.2 **For OEM** - Clause wise compliance statement of Technical Specifications (Chapter-3A).

4.A.26 Inspection

- 4.A.26.1 Pre-shipment / pre-dispatch inspection shall be carried out at manufacturer's / tenderer's works by RailTel's authorized representative. Material should be offered for inspection ensuring supply, installation, testing, commissioning and integration within the period as specified in tender. Traveling, lodging & boarding expenses of RailTel's representative and charges for 3rd party inspection, if any shall be borne by RailTel but necessary facilities to carry out tests/witness inspection shall be provided by the manufacturer/ tenderer, free of cost. Under exceptional circumstances, if it is not possible to carry out pre-dispatch inspection at Manufacturer's premises, exemption for the same shall be obtained from competent authority.

4.A.26.2 Along with inspection call, the tenderer/manufacturer shall submit details of test procedures, test programme, test parameters together with permitted values, etc., and their Quality Assurance Plan.

4.A.26.3 In case material fails during inspection, the fresh lot of material shall be offered without any extra cost, by the manufacturer/tenderer. In such a case, total cost of re-inspection including travel, lodging & boarding of the inspecting officials shall be to manufacturer's/ tenderer's account.

4.A.27 Force Majeure

4.A.27.1 If during the Agreement, the performance in whole or in part, by either party, of any obligation under this is prevented or delayed, by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods, earthquakes, natural calamities or any act of GOD (hereinafter referred to as EVENTS), provided notice of happenings of any such EVENT is given by the affected party to the other, within twenty one (21) days from date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided service under this Agreement shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.

4.A.27.2 In the event of a Force Majeure, the affected party will be excused from performance during the existence of the Force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than sixty (60) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this Agreement. Neither party shall be liable for any breach, claims, damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination.

4.A.28 Settlement of Disputes

In case of any dispute concerning this order both the tenderer and RailTel shall try to settle the same amicably through mutual discussion/negotiations. Any unsettled dispute shall be settled in terms of Indian Act of Arbitration and conciliation 1996 or any amendment thereof. Place of arbitration shall be New Delhi. Arbitrator shall be appointed by Chairman & Managing Director, RailTel Corporation of India Limited.

4.A.29 Governing Laws:

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

4.A.30. Termination for Default

4.A.30.1 The purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Tenderer, terminate this contract in whole or in part.

- a) If the tenderer fails to deliver any or all of the goods within the time period(s) specified in the contract.
- b) If the tenderer fails to perform any other obligation(s) under the contract; and
- c) If the tenderer, in either of the above circumstance(s) does not remedy his failure within a period of 30 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.

4.A.31 Risk & Cost

If the contractor fails to deliver the equipment or honour the contractual commitment within the period fixed for such delivery in the contract, the Purchaser may terminate the Purchase order/LOA/contract in whole or in part, the Purchaser may proceed to purchase, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered at no risk and cost to contractor. However, the security deposit of tenderer shall be forfeited/ Performance Bank Guarantee shall be encashed. The failed tenderer shall not be permitted to take part in the tender for balance work.

4.A.31.1 The Maximum Liability of tenderer to any Loss/Damages to RailTel including Liquidity Damages and Performance Guarantee shall be limited to 100% of Value of contract.

4.A.32. Termination for Insolvency

The purchaser may at any time terminate the LOA/Sub PO/PO by giving written notice to the tenderer, without compensation to the tenderer, if the tenderer becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

4.A.33. Rates During Negotiation

The tenderer/s shall not increase his/their quoted rates including payment terms in case the RailTel Administration negotiates for reduction of rates. Such negotiations shall not amount to cancellation or withdrawal of the original offer and the rates originally quoted will be binding on the tenderer/s.

4.A.34. Deleted

4.A.35. Submission of Offers

This e-tender should be duly submitted online using e-Procurement Portal <https://railtel.enivida.com>.

- a. The offer shall be submitted in Single Stage – Single Packet on eNivida Portal as per instructions given in Chapter-4B & 4C of tender.
- b. Tenderer shall quote in SOR provided in eNivida portal. In case the schedule of requirement quoted by tenderer is incomplete with reference to tender document, the offer is liable to be rejected.
- c. Any document submitted/uploaded in eNivida portal must be duly signed & stamped by the tenderer in each page.

- d. The rates quoted should be written both in words and figures. The unit of rates should be in metric system and as per tendered specification/schedule. In case of difference between words and figures, the rate in words will prevail. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the purchaser accordingly.
- e. Tenderers are requested to go through all the conditions of the tender document and note that, by submitting the tender documents, duly signed, they have accepted these conditions and undertake to abide by these conditions (unless specifically disagreed to clause wise).
- f. **ATTESTATION OF ALTERATION:** No scribbling is permissible in the tender documents. Tender containing erasures and alterations in the tender documents are liable to be rejected. Any correction made by the tenderer/ tenderers in his/their entries must be signed (not initialed) by him/them.

4.A.36. Constitution of Firm and power of Attorney

- 4.A.36.1. Any individual(s) signing the tender or other documents connected therewith should specify whether he is signing:-
 - (a) As sole proprietor of the concern or as attorney of the sole Proprietor.
 - (b) As a partner or partners of the firm.
 - (c) As a Director, Manager or Secretary in the case of Limited Company duly authorized by a resolution passed by the Board of Directors or in pursuance of the authority conferred by Memorandum of Association.
- 4.A.36.2. In the case of a firm not registered under the Indian Partnership Act, all the partners or the attorney duly authorized by all of them should sign the tender and all other connected documents. The original Power of Attorney or other documents empowering the individual or individuals to sign should be furnished to the Purchaser for verification, if required.
- 4.A.36.3. The RailTel will not be bound by Power of Attorney granted by the tenderer or by the changes in the composition of the firm made subsequent to the execution of the contract agreement.
- 4.A.36.4. In case where the Power of Attorney partnership deed has not been executed in English, the true and authenticated copies of the translation of the same by Advocate, authorized translators of Courts and Licensed Petition Writers should be supplied by the Contractor(s) while tendering for the work.
- 4.A.36.5. The duly notarized Power of Attorney shall be submitted in original or duly signed.

4.A.37. Opening of Tender

- 4.A.37.1 Tenderer's Bid will be opened on specified date & time as mentioned in BDS (Chapter 5) of the tender in presence of such Tenderers/ Representatives who choose to be present.

4.A.38. Non-Transferability & Non-Refundability

The tender documents are not transferable.

4.A.39. Errors, Omissions & Discrepancies

The Contractor(s) shall not take any advantage of any mis-interpretation of the conditions due to typing or any other error and if in doubt, shall bring it to the notice of the purchaser without delay. In case of any contradiction only the printed rules, and books should be followed and no claim for the mis-interpretation shall be entertained.

4.A.40. Wrong Information by Tenderer

If the tenderer/s deliberately gives/give wrong information in his/their tender which creates/create circumstances for the acceptance of his/their tender the RailTel reserves the right to reject such tender at any stage.

4.A.41. Public Procurement:

4.A.41.1 Preference to Make in India: The provisions of the revised “Public Procurement (Preference to Make in India) Order 2017” dated 16.09.2020 (or subsequent revisions, if any till opening of tender) by Department of Promotion of Industry and Internal Trade (DPIIT), GoI shall apply to this tender.

- i. Only Class-I local suppliers (meeting minimum 50% local content) & Class-II local suppliers (meeting minimum 20% local content) are eligible to participate in this tender.
- ii. Minimum Local Content shall be 50% for purchase preference or as per the Notification No. 18-10/2017-IP dated 29th August 2018 issued by Department of Telecommunications, Ministry of Communications and Notification No. 33(1)/2017-IPHW dated 14.09.2017 issued by MeitY or latest notification issued till opening of tender.
- iii. Among all qualified bids, the lowest bid will be termed as L1. If L1 is Class-I local supplier, the contract will be awarded to L1. If L1 is not Class-I local supplier, the lowest bidder among the Class-I local supplier, will be invited to match the L1 price subject to local supplier's quote price falling within the margin of purchase preference of 20%, and the contract shall be awarded to such Class-I local supplier subject to matching the L1 price. In case such lowest eligible Class-I local supplier fails to match the L1 price, the Class-I local supplier with the next higher bid within the margin of purchase preference of 20%, shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the Class-I local supplier within the margin of purchase preference of 20%, matches the L1 price, the contract may be awarded to the L1 bidder. Please refer clause-4.A.41.1 of Chapter-4A of this tender.
- iv. As per para 9 of PPP-MIII order 16.09.2020, bidder shall be required to indicate percentage of local content and provide self-certification in his bid (without mention of any price) that the item offered meets the local content requirement for Class-I/Class-II local supplier, as the case may be and shall also give details of the location(s) at which the local value addition is made. In case of procurement for a value in excess of Rs. 10 Crores, the bidder shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers

other than companies) giving the percentage of local content. Bidder shall upload the certificate along with their techno-commercial bid. The bidder shall also provide calculation of Local Content with price Break-up of “Local Content” and “Imported Content” for each SOR item (certified by CA/Statutory Auditor) as per DPIIT’s PMI Policy and its clarifications and same shall be uploaded by the bidder along with their price bid. In case of any false declaration, action shall be taken in line with the provisions of the PPP-MIII order. **Performa for self-certification regarding local content is given in the Notification No. 18-10/2017-IP dated 29th August 2018 issued by Department of Telecommunications. Self certification in the prescribed performa is required to be submitted by both bidder and OEM as per performa..... The cost of transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc. will not be taken into account for calculating local content in any item. The contact details of CA/Statutory Auditor along with UDIN No. shall be mandatorily mentioned on certificate from CA/Statutory Auditor.**

- v. Self-certification of bidder as above shall be supported by the following certificate from Statutory Auditor engaged by the bidder, on the letter head of such Statutory Auditor. “We _____ the statutory auditor of M/s.____ (name of the bidder) hereby certify that M/s. _____ (name of bidder) meet the mandatory Local Content requirements of the Project Work under this tender i.e. ____% (to be filled by the work center) quoted vide offer No. _____ dated ____ against RAILTEL tender No. _____ by M/s. _____ (Name of the bidder).

Note: In case of bidder(s) for whom Statutory Auditor is not required as per law, required certificates shall be provided by a practicing Chartered Accountant.

- vi. Office Memorandum Dated 19.02.2020 (or latest) issued by Department of Telecommunications, Ministry of Communications shall be applicable for Clause 10(d) of Public Procurement (Preference to Make in India) Order, 2017.
- vii. Official website of Department of Promotion of Industry and Internal Trade (DPIIT) i.e. “<https://dpiit.gov.in/public-procurements>” may be referred by tenderers for above mentioned orders or any revision issued. Frequently Asked Question (FAQ) available there may also be referred by tenderers.

4.A.41.2 Bidders sharing a land border with India: Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 by Ministry of Finance, Department of Expenditure, Public Procurement Division shall also apply to this tender. **A certificate as per Annexure-III shall be submitted by all the bidders regarding their compliance with this order.** If such certificate given by a bidder whose bid is accepted is found to be false, this would be a ground for immediate termination and further legal action in accordance with law. Registration should be valid at the time of submission of bids and at the time of acceptance of bids. In respect of supply otherwise than by tender, registration should be valid at the time of placement of order.

4.A.42 Updation of Labour data on Railway’s shramikkalyan Portal:

- A. Contractor is to abide by the provisions of Payment of Wages Act & Minimum Wages Act in terms of clause 54 and 55 of Indian Railways General Condition of Contract. In order to ensure the same, an application has been developed and hosted on website ‘www.shramikkalyan.indianrailways.gov.in’. Contractor shall register his firm/company etc. and

upload requisite details of labour and their payment in this portal. These details shall be available in public domain. The Registration/update of Portal shall be done as under:

- (a) Contractor shall apply for one-time registration of his company/firm etc. in the Shramikkalyan portal with requisite details subsequent to issue of Letter of Acceptance. Engineer shall approve the contractor's registration on the portal within 7 days of receipt of such request.
- (b) Contractor once approved by any Engineer, can create password with login ID (PAN No.) for subsequent use of portal for all LOAs issued in his favour.
- (c) The contractor once registered on the portal, shall provide details of his Letter of Acceptance (LoA)/Contract Agreements on shramikkalyan portal within 15 days of issue of any LoA for approval of concerned engineer. Engineer shall update (if required) and approve the details of LoA filled by contractor within 7 days of receipt of such request.
- (d) After approval of LOA by Engineer, contractor shall fill the salient details of contract labours engaged in the contract and ensure updating of each wage payment to them on shramikkalyan portal on monthly basis.
- (e) It shall be mandatory upon the contractor to ensure correct and prompt uploading of all salient details of engaged contractual labour & payments made thereof after each wage period.

B. While processing payment of any 'On Account bill' or 'Final bill' or release of 'Advances' or 'Performance Guarantee / Security deposit', contractor shall submit a certificate to the Engineer or Engineer's representatives that "I have uploaded the correct details of contract labours engaged in connection with this contract and payments made to them during the wage period in Railway's Shramikkalyan portal at 'www.shramikkalyan.indianrailways.gov.in' till _____ Month, _____ Year."

4.A.43. Integrity Pact Program

RailTel has adopted Integrity Pact Program and for implementation thereof all tenders relating to procurement of OFC, quad cable, pre-fab shelters, electronic equipments and its installation and/or commissioning etc and other item(s) or activity/activities proposed to be carried out or required by the Company for the value exceeding Rs. 15 crores at a time including for repair and maintenance of cable/network and any other items required for special works assigned to RailTel will be covered under the Integrity Pact Program and the vendors are required to sign the IP document and submit the same to RailTel before or along with the bids.

- a) Only those vendors who have purchased the tender document and signed the IP document can send their grievances, if any, to the Independent External Monitors (IEMNs) through the nodal officer, i.e. RailTel Region's Details:

b)

SN	Region/Head Office	Address
1	Northern Region/ New Delhi	Principal Executive Director 6th Floor, IIIrd Block, Delhi Technology Park, Shastri Park, New Delhi-110053 Fax: +91-11-22185978 Tel: +91-11-22185933 Email: jagdeepsingh@railtelindia.com

- c) If the order, with total value equal to or more than the threshold value, is split to more than one vendor and even if the value of PO placed on any/each vendor(s) is less than the threshold value, IP document having been signed by the vendors at bid stage itself, the Pact shall continue to be applicable.
- d) Bidder of Indian origin shall submit the Integrity Pact (in 2 copies) on a non-judicial stamp paper of Rs. 100/- duly signed by the person signing the bid. If the bidder is a partnership or a consortium, the Integrity Pact shall be signed by all the partners or consortium members.
- e) Bidder of foreign origin may submit the Integrity Pact on its company's letterhead, duly signed by the person signing the bid.
- f) The 'Integrity Pact' shall be submitted by the Bidder duly signed on all pages along with the Bid in a separate envelope, duly superscripted with 'Integrity Pact'. Tender received without a signed copy of the Integrity Pact document will be liable to be rejected. Proforma for signing the Integrity Pact is available in Chapter-6 of this tender document (Form No. 17).
- g) One copy of the Integrity Pact shall be retained by RailTel and the 2nd copy will be issued to the representative of the bidders during bid opening. If the Bidders representative is not present during the Bid opening, the 2nd copy shall be sent to the bidder by post/courier.

The Integrity Pact is applicable in this tender vide CVC circular no. 10/05/09 dt. 18.05.09 and revised guideline of CVC circular no. 015/VGL/091 dt. 13.01.17 or the latest updated from time to time shall be followed

4.A.44 Compliance for procurement of Telecommunication equipment from trusted source

Department of Telecommunication (DOT) notification no. 20-1236/2021-AS-I Dated: 30.03.2021 regarding procurement of Telecommunications equipment from trusted source shall be applicable to this tender. Bidder/OEM should be registered on Trusted Telecom Portal. Bidder/OEM shall obtain Trusted Source certificate from concerned department of Government of India as defined in above mentioned notification before delivery of the equipment. Undertaking from OEM in this regard shall be submitted by the bidder along with technical bid.

- 4.A.44.1 Offered equipment should comply Mandatory Testing and Certification of Telecommunications equipment (MTCTE). MTCTE certificate for the offered equipment shall be submitted by the bidder.

4.A.45 Availability of Spares: Deleted

4.A.46 Contract Agreement:

On completion of the selection process, RailTel will enter into a contract agreement (**as per Form no. 16 of Chapter-6**) with the selected bidder(s). The contract entered with RailTel would be operated by RailTel. The Contract Agreement shall be entered by RailTel only after submission of valid Performance Guarantee by the successful bidder. Failure to do so shall constitute a breach of the agreement affected by the acceptance of the tender. In such cases the RailTel may determine that such

tenderer has abandoned the contract and there upon his tender and acceptance thereof shall be treated as cancelled and the RailTel shall be entitled to forfeit the EMD and to forfeit other dues payable to the Contractor under this contract. The failed Contractor shall be debarred from participating in the re-tender for that work.

The following documents would form part of the agreement between RailTel & the successful bidder:

-

- i) This tender document and all the issued addendum/ corrigendum.
- ii) The bidder's proposal in response to this tender and clarifications made in course of evaluation, including all Annexures and supporting documents.
- iii) The implementation plan identifying the tasks to be completed, the assigned responsibilities and the scheduled completion dates.
- iv) Copy of Signed LOA along with the copy of the PBG document.

(End of chapter- 4A)

CHAPTER-4B

INSTRUCTIONS TO THE BIDDERS

4.B.0 General

These are the Special Instructions to the Bidders for Tendering.

The RailTel Tenders are published on www.railtelindia.com and on e-Procurement Portal <https://railtel.enivida.com>

For E-Tendering bids /information by bidders is to be submitted “Online” on e-Procurement Portal <https://railtel.enivida.com>. Any document / information pertaining to this tender will have to be submitted by the bidder on line. The digital signature of the tenderer on the e-tender form will be considered as confirmation that the tenderer has read, understood and accepted all the documents, unless special deviation is quoted by the tenderer in the technical & commercial deviation templates.

PLEASE NOTE ALL COLUMNS SHOULD BE FILLED AND BLANK COLUMNS, IF ANY, SHOULD BE MARKED AS NIL.

PLEASE READ CAREFULLY ALL THE CLAUSES OF THE TENDER BEFORE UPLOADING THE TENDER FORM. PLEASE SIGN ON EACH PAGE.

THE TENDERER MAY DOWNLOAD TENDER FORM FROM THE WEB SITE ‘www.railtelindia.com’ OR FROM THE e-Procurement Portal <https://railtel.enivida.com>’,

NOTE: For online bid submission the tenderer will have to necessarily download an official online copy of the tender documents from e-Procurement Portal <https://railtel.enivida.com> and this should be done well before the deadline for bid-submission.

4.B.1 Submission of the bid:

The bidder is required to submit his bid offer on eNivida portal before due date & time of submission of bids specified in this tender document.

4.B.2 Following documents shall be submitted in alongwith bid offer as given below:

(a) The bid shall consist of the following:-

- 1) Offer Letter complete.
- 2) Signed Copy of Tender Document/ Corrigenda
- 3) **E-receipt of EMD**
- 4) **Power of attorney** to be submitted in accordance with Clause-4.A.36.5, Chapter-4A of Tender Document.
- 5) **Indemnity Bond** (Form No. 7 of Chapter-6).
- 6) **In case bidder happens to be an eligible MSE**, the documentary evidence for same shall be submitted (clause 4.A.23, chapter-4A).

- 7) Specific authorization addressed to RailTel from the OEM (Parent Company) for Indian Subsidiary or authorized partner i.e. **Manufacturer Authorization Form** (Form no. 5 of Chapter-6).
- 8) Complete technical data and particulars of the equipment offered, as specified in the Tender document together with descriptive literature, leaflets, Drawings, if any, complete with list etc.
- 9) **System Performance Guarantee** (form no. 2, chapter-6).
- 10) **Acceptance for Long Term Maintenance Support** as per Clause 4.A.3.5, Chapter-4A of Tender Document (form no. 3, chapter-6): **Deleted**
- 11) Declaration regarding acceptance of clarification issued from DoT (Clause 4.A.17.2, Chapter 4A of Tender Document).Deleted
- 12) Clause wise compliance to tender conditions as per clause 4.A.25 of Chapter-4A.
- 13) Documentary proof of qualifying criteria (Clause 4.A.12 of Chapter 4A of Tender Document)
- 16) Form no. 4, 6, 7, 8, 9, 10, 11, 12, 13, 14 & 15 of Chapter-6 as applicable
- 19) Certificate of Local Content as per clause 4.A.41.1, Chapter-4A
- 20) Certificate by bidders sharing a land border with India as per clause 4.A.41.2, Chapter-4A.
- 21) Any other document asked in the tender but not listed above.
- 22) Any Other information desired to be submitted by the tenderer.

Note: Non submission of the above-mentioned documents online may lead to rejection of the bid

4.B.3. Fax Quotations & Late Tenders:

Fax Tender documents and Late/Delayed tenders would not be considered.

4.B.4. Attendance of Representatives for Tender Opening:

Representatives of tenderers desirous to attend the tender opening can do so on production of a proper letter of authority from the respective firm, failing which they may not be allowed to attend the tender opening.

4.B.5. Addenda / Corrigenda:

Addenda / Corrigenda to the tender documents may be issued by RailTel prior to the date of opening of the tenders, to clarify or reflect modifications in the contract terms and conditions or in the design. Such addendum/corrigendum shall be available on RailTel Website, eNivida portal and CPP.

Tenderers who are unable or unwilling to bring their tenders to conform to the requirements of the RailTel are liable to be rejected.

4.B.6 Bid submission and Opening date

1. The bid should be submitted along with Technical & Price bid document (all documents) in eNivida portal as per date & time given in the Bid Data Sheet (BDS).
2. The tenderer's bids will be opened at the time & date of opening of the tender given in the Bid Data Sheet (BDS) in presence of such Tenderers/ Representatives who choose to be present.
3. Bids received after due date and time shall be summarily rejected and shall not be opened.

4.B.7 Submission of offline documents:Deleted

CHAPTER-4C

E-tendering Instructions to Bidders

4.C.0 GENERAL:

These Special Instructions (for e-Tendering) supplement ‘Instruction to Bidders’, as given in Chapter- 4B of the Tender Document. Submission of Bids only through online process is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, RailTel has decided to use the portal <https://railtel.enivida.com>. Bidder Enrolment can be done using "Online Bidder Enrolment".

The instructions given below are meant to assist the bidders in registering on the e-tender Portal, and submitting their bid online on the e-tendering portal as per uploaded bid. More information for submitting online bids on the eNivida Portal may be obtained at: <https://railtel.enivida.com>

4.C.1 GUIDELINES FOR REGISTRATION:

1. Bidders are required to enroll on the e-Procurement Portal: <https://railtel.enivida.com/bidderRegistration/newRegistration> or click on the link “**Bidder Enrolment**” available on the home page of e-tender Portal by paying the Registration fee of Rs.2000/-+Applicable GST.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their account.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Only Class III Certificates with signing + encryption key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.) with their profile.
5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC /e-Token.
6. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
7. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id eprocurement@railtelindia.com for activation of account.

4.C.2 SEARCHING FOR TENDER DOCUMENTS:

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, bidders can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then bidder may download the required documents / tender schedules, Bid documents etc. Once bidder pay both fee tenders will be moved to the respective ‘requested’ Tab. This would enable the e- tender Portal to

intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

4.C.3 PREPARATION OF BIDS:

1. Bidder should take into account any corrigendum published on the tender document before submitting their bid.
2. Please go through the tender notice and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option, which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
5. These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

4.C.4 SUBMISSION OF BIDS:

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RailTel.
3. Bidder has to select the payment option as “e-payment” to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

5. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
6. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
8. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

Note: Bidder has to submit all required document online only. Original copy is needed to be submitted by the successful bidder before due date and time of submission of bids.

4.C.5 For any clarification in using eNivida Portal:

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

Please feel free to contact eNivida Helpdesk (as given below) for any query related to e-tendering.
Phone No. 011-49606060/8448288988, EMail id: eprocurement@railtelindia.com

(End of Chapter- 4C)

CHAPTER- 5

BID DATA SHEET (BDS)

The section consists of provisions that are specific to various Clauses of the tender document.

Clause	Description
Clause 4.A.1.2, Chapter-4A	Validity of offer 30 days from the date of opening of tender including date of opening.
Clause 4.A.2.1, Chapter-4A	Warranty 12 months from the date of issue of PAC (comprising of 12 months of Maintenance Supervision between issue of PAC and FAC)
Clause 4.A.3.1, Chapter-4A	Deleted
Clause 4.A.4, Chapter-4A	Delivery, installation, Commissioning & Integration period 45 days from date of issue of LOA/Purchase Order.
Clause 4.A.6, Chapter-4A	Performance Bank Guarantee (Security Deposit) Performance Bank Guarantee of 10% of total value of the LOA/PO is required to be submitted within 30 days of issue of LOA/PO. Validity of this shall be 4 months beyond warranty period.
Clause 4.A.18.1, Chapter-4A	Purchaser's Right to Vary Quantities (A) Upto maximum extent of +/- 50% subject to following condition i. Upto +25% with no rebate. ii. From +25% to +40% with 2% rebate iii. From +40% to +50% with 4% rebate (B) For variation beyond +50% of the quantity mentioned in the SOR may be done after proper negotiation with the selected bidder.
Clause 4.A.22.1, Chapter-4A	Earnest Money Deposit (EMD)/ Bid Security As per NIT (Page-2 and 3 of Tender document)
Tender Notice	Last date & time of submission of offer (Online)
Clause 4.A.37.1, Chapter-4A	Date & time of Opening of Tender (Online)

Note: If the details given in BDS contradict with referred clause in the detailed tender document, the details in BDS will have overriding priority over the referred clause in the tender document.

(End of Chapter- 5)

CHAPTER- 6

Form No. 1 PROFORMA FOR PERFORMANCE BANK GUARANTEE

PERFORMANCE BANK GAURANTEE BOND
(On Stamp Paper of Rs one hundred)
(To be used by approved Scheduled Banks)

1. In consideration of the RailTel Corporation of India Limited., Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 (Herein after called RailTel) having agreed to exempt(Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Agreement No.....dated.....made between.....and..... for (hereinafter called “the said Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.(Rs only). We (indicate the name of the Bank) hereinafter referred to as “the Bank”) at the request of Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs. against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We , Bank and our local branch at New Delhi (indicate detail address of local New Delhi branch with code no.) do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs
3. We, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Tenderer(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Tenderer(s) shall have no claim against us for making such payment.
4. We, Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the We shall be discharged from all liability under this Guarantee thereafter.

5. We,..... (indicate the name of Bank) 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 of 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 affect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) / Tenderer(s).

We, the Bank further agree that this guarantee shall be invokable at our place of business at/New Delhi (indicate detailed address of local New Delhi Branch with code no.). The branch at New Delhi is being advised accordingly.

(indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the RailTel in writing.

Dated the day of ,20--

for
(indicate the name of the Bank)

Witness

1. Signature
Name
2. Signature
Name

Form No. 2

PROFORMA FOR THE SYSTEM PERFORMANCE GUARANTEE
(On Stamp Paper of Rs. one hundred)

To

RailTel Corporation of India Ltd.
6th Floor, Block III
IT Park, Shastri park.
Delhi-110053

I / We hereby guarantee that the design on the basis of which we have submitted our tender no. has been carefully made to conform to the end objectives in the tender documents and to technical specification therein. We further guarantee that in the event of the performance of the system, when installed, not complying with the end objectives or with the specifications contained in the tender documents, we shall provide further inputs to enable the RailTel to realize the end objectives contained in these documents without any additional payment for any additional equipment which may be required in this regard. We further guarantee that all the expenses for providing the additional inputs under the System Guarantee will be borne by us. We further guarantee that these additional inputs will be provided by us to make the system workable within 1 month from the date on which this guarantee is invoked by the Purchaser. The guarantee is valid for a period of one year from the date of commissioning of the system.

(Signature of Firm's Authorized Officer)
Seal

Signature of witness:

1.

2.

Form No. 3

**PROFORMA FOR THE LONG TERM MAINTENANCE SUPPORT
(To be signed O.E.M. on their respective Letter Head)**

To
RailTel Corporation of India Ltd.
6th Floor, Block III
IT Park, Shastri park.
Delhi-110053

Applicable for OEM directly participating in the tender

I / We hereby confirm that we have read specifications & tender conditions of RailTel Tender No. and accept that the requirement of Long Term Maintenance Support as per Clause **4.A.3 of Chapter-4A** shall be met **by us directly or through our subsidiary in India** as per rates quoted in the Price Bid. I / We shall provide services as per terms and conditions pertaining to Long Term Maintenance Support of tender document.

Or

Applicable for Authorized representative of OEM participating in the tender (To be signed by OEM)

I / We hereby confirm that we have read specifications & tender conditions of RailTel Tender No. and accept that the requirement of Long Term Maintenance Support as per Clause **4.A.3 of Chapter-4A** shall be met **by Authorized Distributor/Partner of OEM. However, if Authorized Distributor/Partner fails to fulfil the support obligation due to any un-foreseen circumstances, the same shall be provided by us directly or through our subsidiary in India or through authorized Indian representative for the mentioned/remaining period at the quoted prices by the bidder. I/We have gone through the requirement mentioned in the Tender Document and shall provide services as per terms and conditions pertaining to Long Term Maintenance Support of tender document.**

(Signature of OEM's Authorized Officer)
Seal

Signature of witness:

1.
2.

Note: Submission of above format is mandatory and required to be submitted by both OEM and Bidder separately on their respective letter heads. Any deviation / non acceptance may lead to rejection of the bid.

Form No. 4

CHECKLIST OF ESSENTIAL DOCUMENTATION/ACTIVITY

Note: Tenderer is required to submit offer as per following check list by giving page no. of submitted documents

SN	Item/Clause of Tender Document	Details/Remarks
1.	Signed Copy of Tender Document/ Corrigenda	
2.	EMD or Surety Bond as per Clause 4.A.22 of Tender document	
3.	Offer Letter duly signed by authorized signatory (Chapter -1 of Tender Document)	
4.	Bidder should have authorization specific to this tender from respective OEM as per Form no. 5 of Chapter-6.	
5.	Power of Attorney to Signing the Bid & Board resolution (Clause 4.A.36, Chapter- 4A of Tender Document)	
6.	HLD Design as per Clause 3.A.24 of Chapter-3A	
7.	Clause 3.B.5 - Number of teams and the list of equipment for each team to be required for installation	
8.	OEM Vetted BOM as per Point-VI, Note Under SOR, Chapter-2	
9.	Clause wise compliance (Clause 4.A.25.1 and 4.A.25.2 of Chapter-4A)	
10.	Bidder Eligibility Clause as per Clause 4.A.12.1	
11.	Declaration regarding acceptance of clarification issued from DoT for Latest Security Clause which includes sign of Agreement between RailTel & Vendor/OEM (Clause 4.A.17.2, Chapter- 4A of Tender Document)	
12.	Complete technical data and particulars of the equipment offered, as specified in the Tender papers together with descriptive literature, leaflets, Drawings, if any, complete with list etc.	
13.	Form no. 2 (System Performance Guarantee) (Clause 4.A.15.2 Chapter-4A of Tender Document)	
14.	Form no. 3 (Undertaking for Long Term Maintenance Support from OEM) (Clause 4.A.3, Chapter-4A of Tender Document)	
15.	Form No. 6 of Chapter-6- RTGS Payment	
16.	Form No. 7 of Chapter-6- Indemnity Bond.	
17.	Form No. 10 of Chapter-6 - Surety Bond for Bid Security, if applicable.	
18.	Form No. 11 of Chapter-6- Affidavit as per clause 4.A.12 of Chapter-4A	

SN	Item/Clause of Tender Document	Details/Remarks
19.	Form No. 12 of Chapter-6 (Nil Deviation Component Compliance)	
20.	Form no. 14 of Chapter-6 - No Malicious Code	
21.	Form no. 15 of Chapter-6 (Details of offered equipment)	
22.	Form no. 17 of Chapter-6- Integrity Pact	
23.	i) Schedule of Requirements (SOR) with quantities but with prices blanked out (this will be a replica of price bid with prices blanked out) and ii) Detailed unpriced Bill of Material including break up of common units/cards/backplane/SFP/Fan Tray unit etc. for building up the SOR items for supply. iii) Site wise distribution of materials as per BOM.	
24.	Certificate of Local Content as per clause 4.A.41.1 of Chapter-4A (without calculation sheet)	
25.	Certificate by bidders sharing a land border with India as per clause 4.A.41.2 of Chapter-4A - Annexure-III	
26.	Certificate of MSME, if applicable as per clause 4.A.23 of Chapter-4A	
27.	Documents/certificates as asked in Chapter-3A (Technical requirement and Specifications)	
28.	Undertaking of Trusted Source of offered equipment as per clause 4.A.44 of Chapter-4A	
29.	Submission of Offline Documents as per clause 4.B.7	
Document uploaded along with Financial Bid/Price Bid		
1	Price Bid for Schedule of Requirements as per Chapter-2	
2	Unit rate analysis of each SOR item with break-up of taxes/duties as per proforma attached as Annexure- A and B of Chapter-2	
3	Bill of Material (BOM) with prices of each module/cards etc.	
4	Calculation sheet of Local Content as per clause 4.A.41.1 of Chapter-4A	

Note:

- i. All document need to be submitted online only. Original documents as mentioned in Clause 4.B.7 of Chapter-4B are needed to be submitted by the bidders before due date and time of bid submission.
- ii. Non submission/ non-compliance of above documents as detailed in above Check List will make the offer liable to be rejected.

Form No. 5

Manufacturer Authorisation form (MAF)

To

RailTel Corporation of India Ltd.
6th Floor, Block III
IT Park, Shastri park.
Delhi-110053

Dated: _____

Subject: Manufacturer Authorisation form (MAF) to M/s for

Ref: Tender No.....dated.....

Dear Sir,

We, M/s....., are established and reputed manufacturer and service provider of
.....(Product details), having our registered office at
.....

We hereby authorise M/s (bidder name), Office
..... to participate in bid and subsequently upon award of the bid
to execute -----(Name of work) & AMC of our range of products against your above said bid.

We further extend our warranty for three years for our range of products offered by M/s
against the above-said bid.

Thanking you,
Best regards,

Authorised Signatory of OEM

Form No. 6

Format for instruction to be provided by vendor/contractor for RTGS payment to be made to them by RailTel against tenders.

Date:

To

RailTel Corporation of India Ltd.

6th Floor, Block III

IT Park, Shastri park.

Delhi-110053

Dear Sir,

Re: Option for payment of our bills/dues relating to tenders floated by RailTel.

Kindly refer to tender no. _____ dated _____

Which was awarded /participated to / by our company as per your award letter no. _____ dated _____ against the above PO/LOA participated/awarded to us, we authorize you make payment of dues/bills to us in RTGS/EFT mode against the particulars mentioned below:

1. Name of the agency as given in Bank account
2. Name of the Bank
3. Bank Branch & address
4. Bank account no.
5. Bank account type (savings / current/Over Draft)
6. IFSC code
7. NEFT Code
8. Agency's Address
9. Agency's telephone & mobile no.
10. GST Registration Details.

We also enclose herewith a copy of canceled cheque of the above mentioned bank account for verification of particulars.

I hereby declare that the above particulars given above are correct and complete.

Encl: As above.

(Sign & Seal of the Vendor)

Certified that the particulars furnished at item no. 1 to 6 above are correct as per our records.

**Signature of Authorized
Official from the bank.**

Form No. 7
STANDING INDEMNITY BOND

(For on Account Payments and Stores supplied by RailTel)
(On Stamp Paper of Rs one hundred)

We, M/s _____ hereby undertake that we hold at our Stores Depot/s at _____ for and on behalf of RailTel Corporation of India Limited in the premises through ED/RGM/RailTel/----- Region or his successor hereinafter referred to as “the Purchaser” all materials for which ‘On Account’ payments have been made to us against the Contract for _____ vide letter of Acceptance/PO of Tender No. _____ and the materials handed over to us by the Purchaser for all purpose of execution of the said Contract, until such time the materials are duly erected or otherwise handed over to him.

We shall be entirely responsible for the safe custody and protection of said materials against all risk till they are duly delivered as erected equipment to the purchaser or as he may direct otherwise and shall indemnify the Purchaser against any loss, damage or deterioration whatsoever in respect of the said materials while in our possession and against disposal of surplus materials. The said materials shall at all times be open to inspection by any engineer authorized by the Regional General Manager (RGM)/Executive Director (ED) --- ----- Region (whose address will be intimated in due course).

Should any loss, damage or deterioration of materials occur or surplus materials disposed off and refund becomes due, the purchaser shall be entitled to recover from us the full cost as per prices included in the Contract (as applicable) and also compensation for such loss or damage, if any, along with the amount to be refunded without prejudice to any other remedies available to him by deduction from any sum due or any sum which at any time hereafter becomes due to us under the said or any other Contract.

In the event of any loss, damage or deterioration as aforesaid the assessment of such loss or damage and the assessment of such compensation therefore would be made by the RGM/ED/RailTel/-----Region, or his authorized nominee and the said assessments shall be final and binding upon us.

Dated this _____ day of _____, 20--

for and on behalf of M/s _____
(Contractor)

Signature of witness

Name and witness in Block letters

Address

Form No. 8
PROFORMA FOR PERFORMANCE BANK GUARANTEE BOND

(To be stamped in accordance with stamp act)

(To be used by approved Indian scheduled commercial banks)

(To be customized and use for bank guarantee for financial closure and for operational bank
guarantee as well)

1. In consideration of the RailTel Corporation Of India Ltd, Corporate Office, 6th Floor, IIIrd Block, Delhi Technology Park, New Delhi-110053 (Hereinafter called “ the RailTel”) having agreed to exempt(hereinafter called “ the said Contractor(s)”) from the demand, under the terms and conditions of an Agreement No. dated made between..... and for (hereinafter called “ the said Agreement”) of total cost of ownership for the due fulfillment by the said contractor(s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs..... only). We,(indicate the name of the Bank) hereinafter referred to as “ the Bank”) at the request of Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs. Against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We, Bank do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.
3. We, bank undertake to pay to the RailTel any money so demanded notwithstanding 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.
4. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.
5. We, Bank 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 discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the (A*) We shall be discharged from all liability under this Guarantee thereafter.
6. We, (indicate the name of Bank) 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 of 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 affect of so relieving us.

7. This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) Supplier(s). We,(indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the RailTel in writing.

Dated the day of 2016

for

(Indicate the name of the Bank)

Witness

1. Signature

Name

2. Signature

Name

.

FORM No. 9

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY TENDERER ALONGWITH THE TENDER DOCUMENTS

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

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

1. I/We the tenderer (s), am/are signing this document after carefully reading the contents.
2. I/we the tenderer(s) also accept all the conditions of the tender and have signed all the pages in confirmation thereof.
3. I/We hereby declare that I/We have downloaded the tender documents from electronic tender portal. I/We have verified the content of the document from the website and there is no addition, no deletion or no alteration to the content of the tender document. In case of any discrepancy noticed at any stage i.e. evaluation of tenderers, 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 alongwith the offer and same shall be binding upon me/us.
6. I/We declare that the information and documents submitted alongwith the tender 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 understand that if the content of the certificates submitted by us are found to be forged/false at any time during process for evaluation of tenders, it shall lead to forfeiture of the tender EMD and may also lead to any other action provided in the contract including banning of business for a period upto two years in RailTel. Further, I/we (insert name of the tenderer)** _____ and all my/our constituents understand that my/our offer shall be summarily rejected.
8. I/we also understand that if the content of the certificates submitted by us are found to be false/forged at any time after the award of the contract, it will lead to termination of the contract, alongwith forfeiture of EMD and Performance Guarantee and may lead to any other action provided in the contract including banning of business for a period of two years in RailTel.

**DEPONENT
SEAL AND SIGNATURE
OF THE TENDERER**

VERIFICATION

I/We above named tenderer 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 TENDERER**

Place:

Dated:

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

Form No.10

**PROFORMA FOR Nil Deviation Component Compliance Undertaking Letter
(TO BE SIGNED BY BIDDER)**

To

RailTel Corporation of India Ltd.
6th Floor, Block III
IT Park, Shastri park.
Delhi-110053

Date: dd-mm-yyyy

Dear Sir,

Sub: NIL Deviation Compliance for Tender no.
.....

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

1. We will ensure our unconditional compliance of all the terms and conditions as mentioned in the Tender document. In case of any deviation, the same should be attached as an Annexure (as per Format given below) to this form. **In case of any deviation, RailTel reserves the right to reject the bid without giving any justification.**

Format of Annexure (Deviation Statement)

S. No.	Clause No. & Chapter No.	Existing Clause of Tender	Proposed Clause	Remarks, if any

2. All the proposed Hardware and Software to be supplied as per SOR are compliant to the technical specifications as mentioned in Chapter-3A of Tender document.
3. We hereby certify that the hardware and software mentioned in our Bill of Material (BOM) are complete.
4. We confirm that there is no requirement of any other hardware and software to fulfill requirements as per scope against the RFP. If any additional hardware and software is required to meet in scope requirements, then it would be provided by us at no extra cost to RailTel.

Place:
Date:
bidder

Seal and signature of the

(This Form along with Annexure (if required) should be on the letterhead of the bidder duly signed by an authorized signatory)

Form No. 11

**PROFORMA FOR “NO MALICIOUS CODE UNDERTAKING LETTER
BY BIDDER and OEM”**

To

RailTel Corporation of India Ltd.
6th Floor, Block III
IT Park, Shastri park.
Delhi-110053

Tender Reference No.: _____

Sub: Undertaking for No Malicious Code.

Dear Sir,

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

1. All proposed hardware and software components in scope of supplies when shipped by _____, does not contain embedded malicious code that would activate procedures to:-
 - a. Inhibit the desired and designed function of the equipment.
 - b. Cause physical damage to the user or equipment during the exploitation.
 - c. Tap information resident or transient in the equipment/networks.
2. We, _____ will be considered to be in breach in case physical damage or malfunctioning is caused due to activation of any such malicious code in embedded software and thus be liable to repair, replace or refund the price of the infected software if reported (or, upon request, return) to the party supplying the software to Customer, if different than _____
3. Security breach or damages to system, if any, so caused by any embedded malicious code or otherwise, due to the act of either OEM or bidder or both, the OEM as well as the bidder would be considered liable jointly or severally and shall be banned for conducting any business with RailTel. Also the present contract, may liable to be terminated by the purchaser.

Place:

Date:

Seal and signature of the bidder/OEM

(This letter should be on the letter head of the Bidder & OEM duly signed by an authorized signatory)

FORM NO. 12
DETAILS OF OFFERED EQUIPMENT:

SN	SOR Item no.	Item Description	Make	Model	Data Sheet Placed at Page No. of Bid
1					
2					
3					
4					

Form No. 13
CONTRACT AGREEMENT
(On Stamp paper of Rs. One hundred)

(CA No.
.....)

This AGREEMENT is made at <Location> on this _____ day of _____ two thousand and twenty -----, by and between RailTel Corporation of India Limited (A Govt. of India Undertaking) having its Registered & Regional office at Plat-A, 6th Floor, Office Block-II, East Kidwai Nagar, New Delhi-110023, acting in the premises through Principal Executive Director/Infra or his authorized representative (hereinafter referred to as 'RailTel', which expression should unless repugnant to the context or meaning thereof include its successors and permitted assigns) of the one part;

And _____ having its registered office at -----
----- acting in the premises through..... (hereafter referred to as "Contractor", which expression should unless repugnant to the context or meaning thereof include its successor and permitted assigns) of the other part.

Whereas in response to a call for Tender by RailTel for the work of "....."
for RailTel Corporation of India Limited as per tender papers at Annexure 'A' read with Corrigendum..... issued by RailTel hereto, the Contractor has submitted offer letter as per Annexure 'B' hereto

AND WHEREAS the said Tender of the Contractor has been accepted for the work of "....."
....." for RailTel Corporation of India Limited as per copy of Letter of Acceptance of Tender No. _____ dated _____ complete with enclosures at the accepted rates and agreed deviations from tender papers as per Annexure-C hereto at contract value of Rs. _____ (Rupees _____ Only) duly accepted by the contractor.

Now this agreement witnesses that in consideration of the premises and the payment to be made by the Purchaser (RailTel) to the Contractor provided for herein, the Contractor shall supply all equipment and materials and execute and perform all works for which the said Tender of the Contractor has been accepted strictly according to the various provisions in Annexure 'B' and 'C' hereto and upon such supply, execute and performance to the satisfaction of the purchaser (RailTel) and the purchaser (RailTel) shall pay to the Contractor at the rates accepted as per the said Annexure 'C' and in terms of the provisions therein.

IN WITNESS whereof both the parties have hereunto set and subscribed their respective hands and/or seals on the day and year respectively mentioned against their respective signatures.

Signed and delivered by Shri _____ for and on behalf of RailTel Corporation of India Ltd. in the presence of:

1. Signatures
Date
Name in Block Capitals
Address:
2. Signatures
Date
Name in Block Capitals
Address:

Signed and delivered by Shri. _____ for and on behalf of
_____ in the presence of :

1. Signatures
Date
Name in Block Capitals
Address:
2. Signature
Date
Name in Block Capitals
Address:

Annexure 'A' : Tender Document No..... with Corrigendum(s), if any.
Annexure 'B' : Contractor's offer letter.
Annexure 'C' : Letter of Acceptance/Purchase order No..... with all
enclosures.
Annexure 'D' : Copy of Performance Bank Guarantee (PBG)

Form No. 14
PROFORMA FOR SIGNING THE INTEGRITY PACT
(On Stamp Paper of Rs one hundred)

RailTel Corporation of India Limited, hereinafter referred to as “The Principal”.

AND

....., hereinafter referred to as “The Bidder/ Contractor”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s forThe Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and /or Contractor(s).

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.

Section 1- Commitments of the Principal

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
 - 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 process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced persons.
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 if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2- Commitments of the Bidder(s) / Contractor(s)

1. The Bidder(s)/Contractor(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) will not, directly or through any other persons or firm, offer promise or give to any of the Principal’s 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 during tender process or during the execution of the contract.
 - b. The Bidder(s)/Contractor(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) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) /Contractors will not use improperly, for purposes of competition 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) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the bidder(s)/contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” as annexed and marked as Annexure A.
 - e. The Bidder(s)/Contractor(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.
2. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3: Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 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) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”. Copy of the “Guidelines on Banning of business dealings” is annexed and marked as Annex-“B”.

Section 4: Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to be terminated the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any other public sector enterprise 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 for action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

Section 6: Equal treatment of all Bidders / Contractors/Subcontractors.

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors 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 and subcontractors.
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7: Criminal charges against violation by Bidder(s) / Contractor(s) / Sub contractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor 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.

Section 8: Independent External Monitor / Monitors

1. The Principal appoints competent and credible Independent External Monitor for this Pact. 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(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The Contractor 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. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality.
4. 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 Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other 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.
6. The Monitor will submit a written report to the CMD, RailTel within 8 to 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.
7. Monitor shall be entitled to compensation on the same terms as being extended to provided to Independent Directors on the RailTel Board.
8. If the Monitor has reported to the CMD, RailTel, a substantiated suspicion of an offence under relevant IPC/PC Act, and the CMD, RailTel has not, within the reasonable time taken visible action to proceed against such offence or reported it to 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.

Section 9: Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 10 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded.

If any claim is made / lodged by either party 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.

Section 10: Other Provisions

1. This agreement 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 Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium 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.

(For & on behalf of the Principal)
(Office Seal)

(For & On behalf of Bidder/Contractor)
(Office Seal)

Place _____

Date _____

Witness 1:

GUIDELINES FOR INDIAN AGENTS OF FOREIGN SUPPLIERS

- 1.0 There shall be compulsory registration of agents for all global (Open) Tender and Limited Tender. An agent who is not registered with RailTel Units shall apply for registration in the prescribed Application-Form.
- 1.1 Registered agents will file an authenticated Photostat copy duly attested by a Notary Public/ Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/ remuneration/retainer-ship being paid by the principal to the agent before the placement of order by RailTel.
- 1.2 Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian representative is working on the basis of salary or as retainer, a written declaration to this effect should be submitted by the party (i.e. Principal) before finalizing the order.
- 2.0 DISCLOSURE OF PARTICULARS OF AGENTS/ REPRESENTATIVES IN INDIA, IF ANY.**
- 2.1 Tenderers of Foreign nationality shall furnish the following details in their offer:
 - 2.1.1 The name and address of the agents/representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent/representative be a foreign Company, it shall be confirmed whether it is real substantial Company and details of the same shall be furnished.
 - 2.1.2 The amount of commission/ remuneration included in the quoted price(s) for such agents/representatives in India.
 - 2.1.3 Confirmation of the Tenderer that the commission/ remuneration if any, payable to his agents/ representatives in India, may be paid by RAILTEL in Indian Rupees only.
- 2.2 Tenderers of Indian Nationality shall furnish the following details in their offers:
 - 2.2.1 The name and address of the foreign principals indicating their nationality as well as their status, i.e. whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents/representatives.
 - 2.2.2 The amount of commission /remuneration included in the price(s) quoted by the tenderer for himself.
 - 2.2.3 Confirmation of the foreign principals of the Tenderer that the commission/ remuneration, if any, reserved for the Tenderer in the quoted price(s), may be paid by RAILTEL in India in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items.
- 2.3 In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission/ remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.
- 2.4 Failure to furnish correct and detailed information as called for in paragraph 2.0 above will render the concerned tender liable to rejection or in the event of a contract materializing, the same liable to termination by RAILTEL. Besides this there would be a penalty of banning business dealings with RAILTEL or damage or payment of a named sum.

GUIDELINES ON BANNING OF BUSINESS DEALINGS

CONTENTS

S. No.	Description
1	Introduction
2	Scope
3	Definitions
4	Initiation of Banning / Suspension
5	Suspension of Business Dealings
6	Ground on which Banning of Business Dealings can be initiated 8-9
7	Banning of Business Dealing
8	Removal from List of approved Agencies-Suppliers/ Contractors etc.
9	Procedure for issuing Show-cause Notice.
10	Appeal against the Decision of the Competent Authority
11	Review of the Decision by the Competent Authority
12	Circulation of the names of Agencies with whom Business Dealings have been banned

1. Introduction

- 1.1 RailTel Corporation of India Ltd (RAILTEL), being a Public Sector Enterprise, under the administrative control of the Ministry of Railways and therefore being an authority deemed to be 'the state' within the meaning of Article 12 of Constitution of India, has to ensure preservation of rights enshrined in Chapter III of the Constitution. RAILTEL has also to safeguard its commercial interests. RAILTEL deals with Agencies, who have a very high degree of integrity, commitments and sincerity towards the work undertaken. It is not in the interest of RAILTEL to deal with Agencies who commit deception, fraud or other misconduct in the execution of contracts awarded / orders issued to them. In order to ensure compliance with the constitutional mandate, it is incumbent on RAILTEL to observe principles of natural justice before banning the business dealings with any Agency.
- 1.2 Since banning of business dealings involves civil consequences for an Agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.

2. Scope

- 2.1 The General Conditions of Contract (GCC) of RAILTEL generally provide that RAILTEL reserves its rights to remove from list of approved suppliers/ contractors or to ban business dealings if any Agency has been found to have committed misconduct and also to suspend business dealings pending investigation. If such provision does not exist in any GCC, the same may be incorporated.
- 2.2 Similarly, in case of sale of material there is a clause to deal with the Agencies/ customers/ buyers, who indulge in lifting of material in unauthorized manner. If such a stipulation does not exist in any Sale Order, the same may be incorporated.
- 2.3 However, absence of such a clause does not in any way restrict the right of Company (RAILTEL) to take action / decision under these guidelines in appropriate cases.
- 2.4 The procedure of (i) Removal of Agency from the List of approved suppliers/ contractors; (ii) Suspension and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.
- 2.5 These guidelines apply to Corporate Office, all Regions and Subsidiaries of RAILTEL.

2.6 It is clarified that these guidelines do not deal with the decision of the Management to avoid entertaining any particular Agency due to its poor / inadequate performance or for any other reason.

2.7 The banning shall be with prospective effect, i.e., future business dealings.

3. Definitions

In these Guidelines, unless the context otherwise requires:

- i) 'Party / Contractor / Supplier / Purchaser / Customer' shall mean and include a public limited company or a private limited company, a firm whether registered or not, an individual, a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. 'Party / Contractor / Supplier / Purchaser / Customer' in the context of these guidelines is indicated as 'Agency'.
- ii) 'Inter-connected Agency' shall mean two or more companies having any of the following features:
 - a) If one is a subsidiary of the other;
 - b) If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
 - c) If management is common;
 - d) If one owns or controls the other in any manner;
- iii) 'Competent Authority' and 'Appellate Authority' shall mean the following:
 - a) For Company (entire RAILTEL) wide Banning: The Director shall be the 'Competent Authority' for the purpose of these guidelines. CMD, RAILTEL shall be the 'Appellate Authority' in respect of such cases except banning of business dealings with Foreign Suppliers of imported items.
 - b) For banning of business dealings with Foreign Suppliers of imported items, RAILTEL Directors Committee (RDC) shall be the 'Competent Authority'. The Appeal against the Order passed by RDC, shall lie with CMD, as First Appellate Authority.
 - c) In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach Railway Board as Second Appellate Authority.
 - d) For RailTel Regions only: Any officer not below the rank of General Manager appointed or nominated by the Executive Director of concerned Region shall be the 'Competent Authority' for the purpose of these guidelines. The Executive Director of the concerned Region shall be the 'Appellate Authority' in all such cases.
 - e) For Corporate Office only: For procurement of items / award of contracts, to meet the requirement of Corporate Office only, Concerned Group General Manager / General Manager shall be the 'Competent Authority' and concerned Director shall be the 'Appellate Authority'.
 - f) CMD, RAILTEL shall have overall power to take suo-moto action on any information available or received by him and pass such order(s) as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines.
- iv) 'Investigating Department' shall mean any Department or Unit investigating into the conduct of the Agency and shall include the Vigilance Department, Central Bureau of Investigation, the State Police or any other department set up by the Central or State Government having powers to investigate.

- v) 'List of approved Agencies - Parties / Contractors / Suppliers/ Purchaser/ Customers' shall mean and include list of approved /registered Agencies - Parties/ Contractors / Suppliers / Purchasers / Customers, etc.

4. Initiation of Banning / Suspension

Action for banning / suspension of business dealings with any Agency should be initiated by the department having business dealings with them after noticing the irregularities or misconduct on their part. Besides the concerned department, Vigilance Department of each Region / Unit/ Corporate Office may also be competent to initiate such action.

5. Suspension of Business Dealings

- 5.1 If the conduct of any Agency dealing with RAILTEL is under investigation by any department (except Foreign Suppliers of imported items), the Competent Authority may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the Competent Authority, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to this effect may indicate a brief of the charges under investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order of suspension would operate for a period not more than six months and may be communicated to the Agency as also to Investigating Department. The Investigating Department may ensure that their investigation is completed and whole process of final order is over within such period.
- 5.2 The order of suspension shall be communicated to all the departmental heads within the unit/ region/ Corporate Office as the case may be. During the period of suspension, no business dealing may be held with the agency.
- 5.3 As far as possible, the existing contract(s) with the Agency may continue unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.
- 5.4 If the gravity of the misconduct under investigation is very serious and it would not be in the interest of RAILTEL, as a whole, to deal with such an Agency pending investigation, the Competent Authority may send his recommendation to Chief Vigilance Officer (CVO), RAILTEL Corporate Office along with the material available. If Corporate Office considers that depending upon the gravity of the misconduct, it would not be desirable for all the units/ regions of RAILTEL to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all the units/ Regions / Corporate Office by the Competent Authority of the Corporate Office, copy of which may be endorsed to the Agency and all concerned. Such an order would operate for a period of six months from the date of issue.
- 5.5 For suspension of business dealings with Foreign Suppliers of imported items, following shall be the procedure:
- i) Suspension of the foreign suppliers shall apply throughout the Company/ Regions including Subsidiaries.
- ii) Based on the complaint forwarded by ED / GGM / GM or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of RAILTEL to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director / GGM / GM, to place it before a Committee consisting of the following:
1. ED / GGM/ GM (viz. Representative of Corporate Finance).
 2. ED / GGM/ GM (viz. Representative of Department concerned with procurement of imported items)- Convener of the Committee.
 3. ED / GGM/ GM (to be nominated on case to case basis).

4. ED / GGM/ GM ((viz. Representative of Corporate Law).

The committee shall expeditiously examine the report and give its comments / recommendations within twenty one days of receipt of the reference by ED/ GGM/ GM.

iii) The comments / recommendations of the Committee shall then be placed by ED/GGM/GM, before RAILTEL Directors' Committee (RDC) constituted for import of items. If RDC opines that it is a fit case for suspension, RDC may pass necessary orders which shall be communicated to the foreign supplier by the ED/GGM/GM.

5.6 If the Agency concerned asks for detailed reasons of suspension, the Agency may be informed that its conduct is under investigation. It is not necessary to enter into correspondence or argument with the Agency at this stage.

5.7 It is not necessary to give any show-cause notice or personal hearing to the Agency before issuing the order of suspension. However, if investigations are not complete in six months time, the Competent Authority may extend the period of suspension by another three months, during which period the investigations must be completed.

6. Ground on which Banning of Business Dealings can be initiated

6.1 If the security consideration, including questions of loyalty of the Agency to the State, so warrants;

6.2 If the Director / Owner of the Agency, proprietor or partner of the firm, is convicted by a Court of Law for offences involving moral turpitude in relation to its business dealings with the Government or any other public sector enterprises or RAILTEL, during the last five years;

6.3 If there is strong justification for believing that the Directors, Proprietors, Partners, owner of the Agency have been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolations, etc;

6.4 If the Agency continuously refuses to return / refund the dues of RAILTEL without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration or Court of Law;

6.5 If the Agency employs a public servant dismissed / removed or employs a person convicted for an offence involving corruption or abetment of such offence;

6.6 If business dealings with the Agency have been banned by the Govt. or any other public sector enterprise;

6.7 If the Agency has resorted to Corrupt, fraudulent practices including misrepresentation of facts;

6.8 If the Agency uses intimidation/ threatening or brings undue outside pressure on the Company (RAILTEL) or its official in acceptance/ performances of the job under the contract;

6.9 If the Agency indulges in repeated and / or deliberate use of delay tactics in complying with contractual stipulations;

6.10 Willful indulgence by the Agency in supplying sub-standard material irrespective of whether pre-dispatch inspection was carried out by Company (RAILTEL) or not;

6.11 Based on the findings of title investigation report of CBI / Police against the Agency for malafide/ unlawful acts or improper conduct on his part in matters relating to the Company (RAILTEL) or even otherwise;

6.12 Established litigant nature of the Agency to derive undue benefit;

- 6.13 Continued poor performance of the Agency in several contracts;
- 6.14 If the Agency misuses the premises or facilities of the Company (RAILTEL), forcefully occupies tampers or damages the Company's properties including land, water resources, etc.

(Note: The examples given above are only illustrative and not exhaustive. The Competent Authority may decide to ban business dealing for any good and sufficient reason).

7. Banning of Business Dealings

- 7.1 Normally, a decision to ban business dealings with any Agency should apply throughout the Company including subsidiaries. However, the Competent Authority of the Region/ Unit except Corporate Office can impose such ban Region-wise only if in the particular case banning of business dealings by respective Region/ Unit will serve the purpose and achieve its objective and banning throughout the Company is not required in view of the local conditions and impact of the misconduct/ default to beyond the Region/ Unit. Any ban imposed by Corporate Office shall be applicable across all Regions/ Units of the Company including Subsidiaries.

- 7.2 For Company-wide banning, the proposal should be sent by ED of the Region/ Unit to the CVO/RailTel setting out the facts of the case and the justification of the action proposed along with all the relevant papers and documents except for banning of business dealings with Foreign Suppliers of imported items.

The Corporate Vigilance shall process the proposal of the concerned Region/ Unit for a prima-facie view in the matter by the Competent Authority nominated for Company-wide banning.

The CVO shall get feedback about that agency from all other Regions/ Units. Based on this feedback, a prima-facie decision for banning / or otherwise shall be taken by the Competent Authority.

If the prima-facie decision for Company-wide banning has been taken, the Corporate Vigilance shall issue a show-cause notice to the agency conveying why it should not be banned throughout RAILTEL.

After considering the reply of the Agency and other circumstances and facts of the case, a final decision for Company-wide banning shall be taken by the competent Authority.

- 7.3 There will be a Standing Committee in each Region/ Unit to be appointed by Chief Executive Officer for processing the cases of "Banning of Business Dealings" except for banning of business dealings with foreign suppliers. However, for procurement of items/ award of contracts, to meet the requirement of Corporate Office only, the committee shall be consisting of General Manager/ Dy. General Manager each from Operations, Finance, Law & Project. Member from Project shall be the convener of the committee. The functions of the committee shall, inter-alia include:

- (i) To study the report of the investigating Agency and decide if a prima-facie case for Company-wide / Region wise banning exists, if not, send back the case to the Competent Authority.
- (ii) To recommend for issue of show-cause notice to the Agency by the concerned department.
- (iii) To examine the reply to show-cause notice and call the Agency for personal hearing, if required.
- (iv) To submit final recommendation to the Competent Authority for banning or otherwise.

- 7.4 If the Competent Authority is prima-facie of view that action for banning business dealings with the Agency is called for, a show- cause notice may be issued to the Agency and an enquiry held accordingly.

7.5 Procedure for Banning of Business Dealings with Foreign Suppliers of imported items.

- i) Banning of the agencies, shall apply throughout the Company including subsidiaries.
- ii) Based on the complaint forwarded by Executive Director or received directly by Corporate Vigilance, an investigation shall be carried out by Corporate Vigilance. After investigation, depending upon the gravity of the misconduct, Corporate Vigilance may send their report to Executive Director/ GGM/ GM, to be placed before a Committee consisting of the following:
 - 1. ED / GGM/ GM (viz. Representative of Corporate Finance).
 - 2. ED / GGM/ GM (viz. Representative of Department concerned with procurement of imported items)- Convener of the Committee.
 - 3. ED / GGM/ GM (to be nominated on case to case basis).
 - 4. ED / GGM/ GM ((viz. Representative of Corporate Law).

The Committee shall examine the report and give its comments/ recommendations within 21 days of receipt of the reference by ED.

- iii) The comments/recommendations of the Committee shall be placed by ED/ GGM/ GM before RAILTEL Directors' Committee (RDC) constituted for import of foreign items. If RDC opines that it is a fit case for initiating banning action, it will direct ED/ GGM/ GM to issue show-cause notice to the agency for replying within a reasonable period.
- iv) On receipt of the reply or on expiry of the stipulated period, the case shall be submitted by ED to RDC for consideration & decision.
- v) The decision of the RDC shall be communicated to the agency by ED/GGM/GM concerned.

8. Removal from List of Approved Agencies – Suppliers/ Contractors, etc.

- 8.1 If the Competent Authority decides that the charge against the Agency is of a minor nature, it may issue a show-cause notice as to why the name of the Agency should not be removed from the list of approved Agencies - Suppliers / Contractors, etc.
- 8.2 The effect of such an order would be that the Agency would not be disqualified from competing in Open Tender Enquiries but LTE (Limited Tender Enquiry) may not be given to the Agency concerned.
- 8.3 Past performance of the Agency may be taken into account while processing for approval of the Competent Authority for awarding the contract.

9. Show-cause Notice

- 9.1 In case where the Competent Authority decides that action against an Agency is called for, a show-cause notice has to be issued to the Agency. Statement containing the imputation of misconduct or misbehavior may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defence.
- 9.2 If the Agency requests for inspection of any relevant document in possession of RAILTEL, necessary facility for inspection of documents may be provided.
- 9.3 The Competent Authority may consider and pass all appropriate speaking order:

- a) Forex one rating the Agency if the charges are not established.
 - b) For removing the Agency from the list of approved Suppliers/ Contactors, etc.
 - c) For banning the business dealing with the Agency.
- 9.4 If it decides to ban business dealings, the period for which the ban would be operative may be mentioned. The order may also mention that the ban would extend to the interconnected Agencies of the Agency.

10. Appeal against the Decision of the Competent Authority

- 10.1 The agency may file an appeal against the order of the Competent Authority banning business dealing, etc. The appeal shall lie to Appellate Authority. Such an appeal shall be preferred within one month from the date of receipt of the order banning business dealing, etc.
- 10.2 Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the Agency as well as the Competent Authority.

11. Review of the Decision by the Competent Authority

Any petition / application filed by the Agency concerning the review of the banning order passed originally by Chief Executive / Competent Authority under the existing guidelines either before or after filing of appeal before the Appellate Authority or after disposal of appeal by the Appellate Authority, the review petition can be decided by the Chief Executive / Competent Authority upon disclosure of new facts / circumstances or subsequent development necessitating such review. The Competent Authority may refer the same petition to the Standing Committee for examination and recommendation.

12. Circulation of the names of Agencies with whom Business Dealings have been banned

- 12.1 Depending upon the gravity of misconduct established, the Competent Authority of the Corporate Office may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public Sector Enterprises, etc. for such action as they deem appropriate.
- 12.2 If Government Departments or a Public Sector Enterprise requests for more information about the Agency with whom business dealings have been banned, a copy of the report of the Inquiring authority together with a copy of the order of the Competent Authority / Appellate Authority may be supplied.
- 12.3 If business dealings with any Agency have been banned by the Central or State Government or any other Public Sector Enterprise, RAILTEL may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its interconnected Agencies.
- 12.4 Based on the above, Regions / Units may formulate their own procedure for implementation of the guidelines.

Annexure-III

- I. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority [The Competent Authority for the purpose of registration under this Order shall be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT)].
- II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- III. "Bidder from a country which shares a land border with India" for the purpose of this Order means: -
 1. An entity incorporated, established or registered in such a country; or
 2. A subsidiary of an entity incorporated, established or registered in such a country; or
 3. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 4. An entity whose beneficial owner is situated in such a country; or
 5. An Indian (or other) agent of such an entity; or
 6. A natural person who is a citizen of such a country; or
 7. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
- IV. The beneficial owner for the purpose of (III) above will be as under:
 1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means. Explanation-
 - a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;
 - b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
 2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of

entitlement to more than fifteen percent of capital or profits of the partnership;

3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
6. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
7. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

Certificate to be given by the Tenderer:

"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that I am not from such a country or, if from such a country, I have been registered with the Competent Authority. I hereby certify that I fulfill all requirements in this regard and I am eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]"

Certificate to be given by Tenderer for Works involving possibility of sub-contracting:

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

Form No. 15
Certificate from Bidders Cost/Statutory Auditor

To

RailTel Corporation of India Ltd.
6th Floor, Block III
IT Park, Shastri park.
Delhi-110053

Tender Reference No.

Sub: Local Content Undertaking

“We _____ the statutory auditor/cost auditor of M/s. ____ (name of the bidder) hereby certify that M/s _____ (name of bidder) are offering _____ % Local Content against the supply item of the Project Work under this tender in accordance with DPIIT’s PMI Policy & it’s clarifications/guidelines vide offer No. _____ dated ____ against RAILTEL tender No. _____.

To be signed by Authorized signature of Statutory Auditor/Cost Auditor
UDIN No. –

Annexure: Software BOM

Video Analytics shall use GPU based computational infrastructure including machine learning algorithm for video processing.

Sr No.	Brief Description of Item	Total Qty.	UoM
1	ICCC Platform with Perpetual License	1	Nos
2	VMS (Video Management System)	736	Nos
3	Video Analytics platform license including NLP License	1	Nos
4	ANPR License	24	Nos
5	FRS License	318	Nos
6	Person Attribute Analysis License	318	Nos
7	Wrong way License	36	Nos
8	Crowd Estimation License	378	Nos
9	Dynamic Intrusion License	391	Nos
10	Abandoned Object detection license	14	Nos
11	Crowd Count License	206	Nos
12	Fall Detection License	144	Nos
13	Baggage Inspection License	24	Nos
14	Loitering Detection License	63	Nos
15	Scene Description License	333	Nos
16	Face based attendance	1	Lot
17	Dashboard Customization	1	Lot

(END OF TENDER DOCUMENT)