

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड
(भारत सरकार का एक उपक्रम)

**RAILTEL CORPORATION OF INDIA LIMITED
(A Govt. of India Undertaking)**

“रेलटेल के लिए ईआरपी सपोर्ट सेवाएं”
हेतु इलेक्ट्रॉनिक निविदा दस्तावेज

ELECTRONIC TENDER DOCUMENT

FOR

“ERP Support services for RailTel”

OPEN TENDER

E-निविदा संख्या RailTel/Tender/OT/CO/ITP/ERP Support AMC/2021-22/02

E-Tender No. RailTel/Tender/OT/CO/ITP/ERP Support AMC/2021-22/02

निविदा दस्तावेज की कीमत: रु. 11,800- (टैक्स सहित)
Cost of Tender Document: Rs. 11,800/-(Including Taxes)

(Two Packet System)



खुली निविदा सूचना

E-निविदा संख्या RailTel/Tender/OT/CO/ITP/ERP Support AMC/2021-22/02
दिनांक:23.09.2021

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड (रेलटेल) द्वारा “रेलटेल के लिए ईआरपी सपोर्ट सेवाएं” हेतु दो पैकेट प्रणाली में E-निविदायें आमंत्रित की जाती हैं। इच्छुक निविदा कर्ता नीचे दिए गए कार्यक्रम के अनुसार निविदायें जमा करें :

a)	निविदा डाउनलोडिंग की शुरुआती तिथि	23.09.2021
b)	प्रश्न भेजने की अंतिम तिथि	30.09.2021
c)	प्री-बिड कांफ्रेंस	01.10.2021
d)	निविदा डाउनलोडिंग की अंतिम तिथि	13.10.2021 10:00 बजे तक (ऑनलाइन)
e)	E- निविदा दस्तावेजों की प्रस्तुति	13.10..2021 15:00 बजे तक (ऑनलाइन)
f)	E- निविदा दस्तावेजों को खोले जाने की तिथि	13.10..2021 15:30 बजे (ऑनलाइन)
g)	धरोहर राशि (ईएमडी) #	बिड सिक्योरिटी डिक्लेरेशन
h)	निविदा दस्तावेज की कीमत #	रु. 11,800/- (टैक्स सहित) *
* ये बैंक ड्राफ्ट द्वारा रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, नई दिल्ली के पक्ष में देय होगा।		

मान्यता प्राप्त सूक्ष्म तथा लघु उद्योगों को निविदा दस्तावेज का मूल्य एवं ईएमडी जमा कराने से छूट दी जाती है, अधिक जानकारी के लिए clause 1.6.3, chapter-5A देखें।

नोट: निविदा सूचना और निविदा दस्तावेज रेलटेल की वेबसाइट पर उपलब्ध हैं और www.railtelindia.com से या ई-टेंडरिंग पोर्टल <https://railtel.enivida.com/> से डाउनलोड किया जा सकता है। ऑनलाइन बोली प्रस्तुत करने के लिए, निविदाकार को आवश्यक रूप से RAILTEL E-NIVIDA पोर्टल से निविदा दस्तावेजों की आधिकारिक ऑनलाइन कॉपी डाउनलोड करनी होगी, निविदा कर्ता को निविदा सम्बंधित खर्च, जैसे निविदा तैयार करवाने, निविदा जमा करवाने तथा निविदा में भाग लेने जैसे सभी खर्च स्वयं वहन करने होंगे। रेलटेल इन खर्चों के लिए किसी भी दशा में देनदार नहीं होगा, भले ही निविदा का परिणाम कुछ भी हो।

(नरेश कुमार)
डीजीएम / आईटी

OPEN TENDER NOTICE

E-Tender No. **RailTel/Tender/OT/CO/ITP/ERP Support AMC/2021-22/02** dated **23.09.2021**

RailTel Corporation of India Ltd. invites E-Tenders in two packet system for “**ERP Support AMC Services for RailTel ERP**”.

The details are as under: -

a)	Start Date for downloading the Tender	23.09.2021
b)	Last date for sending the queries	30.09.2021
c)	Pre-Bid Conference	01.10.2021
d)	Closing Date for downloading the Tender	13.10.2021 10:00 hrs
e)	Closing date for Submission of E-Bids	13.10.2021 15:00 hrs online
f)	Date of opening of E-Bids	13.10.2021 15:30hrs online
g)	Earnest Money Deposit (EMD) #	Bid Security Declaration
h)	Cost of Tender Document #	Rs.11,800 /-(Including Taxes)
* These will be payable by Bank Draft in favour of RailTel Corporation of India Limited, New Delhi.		

Eligible MSME/NSIC/Start Ups are exempted from cost of Tender Documents and EMD, more details are given in clause 1.6.3, chapter-5A.

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 documents from RAILTEL E-NIVIDA portal, and this should be done well before the deadline for bid-submission.

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

For RailTel Corporation of India Ltd.

(Naresh Kumar)
DGM/IT

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1. Acronym and Abbreviation

As used in Document	Description
RCIL	RailTel Corporation of India Limited, herein also referred to as 'Company'
SI	System Integrator: The organization submitting the proposal who will also be
SPOC	the single point of contact for the Company and single point responsibility for
RFP	Request For Proposal
ERP	Enterprise Resource Planning
FAC	Final Acceptance Certificate
DRS	Disaster Recovery Site
NOC	Network Operation Centre
PBG	Performance Bank Guarantee
EMD	Earnest Money Deposit
IES	Integrated Enterprise System
OSS	Operation Support Systems
BSS	Business Support System
FTE	Functional Technical Engineer



2. Interpretation

The following terms wherever occurring in the tender papers and wherever used throughout the execution of the work, shall, unless excluded by or repugnant to the context, have the meaning attributed thereto as follows:

"CONTRACT" Means the Contract resulting from the acceptance by the Purchaser of this Tender whether in whole or in part.

"BIDDER" Means the successful Bidder i.e., the Bidder whose Tender has been accepted either in whole or in part.

"BIDDER'S REPRESENTATIVE" Shall mean a person in supervisory capacity who shall be so declared by the Bidder and who shall be authorized under a duly executed power of attorney to receive materials issued by the Purchaser to the Contractor for the works. He shall be responsible for proper execution of works at each or all places and shall take orders from Purchaser's Engineers and carry out the same.

"EQUIPMENT" Means all or any equipment considered necessary by the Purchaser's Engineers for satisfactory operation, as a whole, of the installations.

"MONTH" Means any consecutive period of thirty days.

"MATERIALS" Means all equipment's, components, fittings and other materials including raw materials required to complete the work.

"PURCHASER" Means M/s RailTel Corporation of India Limited, Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi-110023

"RailTel" Means Means M/s RailTel Corporation of India Limited, Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi-110023



CHAPTER-1

OFFER LETTER

RailTel Corporation of India Ltd.
Plate-A, 6th Floor, Office Block,
Tower-2, East Kidwai Nagar,
New Delhi - 110023

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 **180days** from the date of opening of tender and in default thereof, I/We will be liable for forfeiture of my/our Earnest Money. I/We offer to supply various equipment at the rates quoted in the attached schedules and hereby bind myself/ourselves to “Provide ERP Support AMC Services for two years” from the date of issue of Purchase Order/LOA. I/We also hereby agree to abide by the Various Conditions of Contract as laid down by the RailTel.
2. EMD Declaration Letter herewith submitted as “Earnest Money”. 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 15 days after issue of Purchase Order.
3. Until a formal agreement is prepared and executed the acceptance of this tender document shall constitute a binding contract between RailTel and firm subject to modification, as may be mutually agreed and indicated in the LOA.

SIGNATURE OF BIDDER (S)

Date:

CONTRACTOR (S) ADDRESS

SIGNATURE OF WITNESS:

1.

2.

CHAPTER-2

A : Bid Data Sheet

Sr No	Parameters	Description
1	Tender Inviting Authority	RailTel Corporation of India Ltd.
2	Name of the Project Work	ERP Support services for RailTel
3	Tender Reference No	RailTel/Tender/OT/CO/ITP/ERP Support AMC/2021-22/02
4	Place of availability of Tender Documents (RFPs)	Tender document can be downloaded from Website of RailTel - www.railtelindia.com and E-Nivida portal
5	Cost of Tender Documents	Rs.11,800/- (Rs Eleven Thousand Eight Hundred only)
6	Earnest Money Deposit	Bid Security Declaration : In lieu of Earnest Money Deposit (EMD)/Bid Security bidder may submit "Bid Security Declaration" as mention in clause
7	Place of submission & opening of Proposals	RailTel Corporation of India Ltd., Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi-110023
8	Address for Communication	Contact Person: DGM/IT, RailTel Corporation of India Ltd., Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi-110023
9	Nature of bid process	Single stage bidding: ► Qualification ► Commercial Bids
10	Tender Floating date	23.09.2021
11	Last Date and time for submission of Bidder Queries	30.09.2021, 14:00 Hrs
12	Date and Time of Pre Bid Meeting (Online)	01.10.2021, 15:00 Hrs online (Link for online pre bid conference will be shared on RailTel portal on dated 30.09.2021).

12	Last Date and Time for Submission of Complete Proposal: Technical (Including mandatory pre-qualification Criteria) and Commercial Proposals.	13.10.2021, 15:00 hrs online
13	Date and Time of Opening of Technical Proposals	13.10.2021 15:30 hrs online
14	Tender Response Documents	1 soft copy for RAILTEL E-NIVIDA Portal.
15	Clarification Required	In case of any discrepancy/clarifications required, please contact the undersigned: 1) AGM/DNM Tel: +91 011 22900600 Extn 2216 For any escalations : 2) DGM/IT Tel: +91 011 22900600 Extn 2222
16	BID validity	Tender responses along with commercials should be valid for 180 calendar days from the last date of submission



CHAPTER-2

B : RailTel Introduction

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

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

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

Licenses & Services

Presently, RailTel holds IP-1, NLD and ISP (Class-A) licenses under which the following services are being offered to various customers:

CARRIER SERVICES

1. **National Long Distance:** Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
2. **Lease Line Services:** Available for granularities from E1, DS-3, STM-1 & above
3. **Dark Fiber/Lambda:** Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
4. **Co-location Services:** Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

ENTERPRISE SERVICES

1. **Managed Lease Line Services:** Available for granularities from E1, DS-3, STM-1 & above
2. **MPLS VPN:** Layer-2 & Layer-3 VPN available for granularities from 64 Kbps to nx64 Kbps, 2 Mbps & above
3. **Dedicated Internet Bandwidth:** Experience the "Always ON" internet connectivity at your fingertips in granularities 2mbps to 155mbps

RETAIL SERVICES

1. **Rail wire:** Triple Play Broadband Services for the Masses. It is a pilot project undertaken by RailTel and currently services are offered out of Bangalore and nearby places



CHAPTER-3

A. : Scope of Work

1.1 Support for Oracle Based ERP System

IT resources are required to be deployed by successful bidder as per schedule of Requirement defined in the tender document. These resources will be provided by the successful Bidder as a part of scope of work between RailTel and appointed Agency.

The following Oracle EBS modules will be covered for the application support:

Oracle Modules in Scope (Application)	Oracle EBS Modules Oracle Financials • General Ledger (GL) • Oracle Payables (AP) • Oracle Receivables (AR) • Oracle Fixed Assets (FA) • Oracle Cash Management (CM) • Oracle Financials of India Oracle SCM •Oracle Purchasing, Sourcing, iProcurement •Oracle Inventory Oracle Projects •Oracle Project Management •Oracle Project Costing Oracle HRMS •Oracle HRMS •Oracle Payroll Custom Application developed in ADF and OAF •Custom Applications in ADF •Custom Applications in OAF
ERP in	•Oracle eBusiness Suite R12

Scope	
RCIL Location	Gurgaon and 4 Regional Office •Delhi •Mumbai •Kolkata •Secunderabad

1.2 The following DC & DR Infra will be covered for the Infra support:

DC

Netra SPARC T4-2 Qty 3
 Storage (EMC VNX 5300 - Block)
 Tape Library (SUN SL-150)
 SAN Switches (cisco)
 OS Solaris

DR

Oracle Duagurad for DC DR replication
 (SPARC T5-2) Qty 2
 Storage (EMC VNX 5200 - Block)
 OS Solaris

2. Support Levels in Scope

Below table depicts the Support Levels for the entire engagement:



Support Scope	Scope of Application Support – L1, L2, L3 <u>L1 Support</u> Receiving the support requests from users • First level analysis of the request • Resolving the issue such as User ID related, Access related, navigation related etc • Classification of requests as L2 / L3 <u>L2 Support</u> • Functional guidance • Raising the SR with Oracle & follow up • Resolving the bug / issues in the configuration done during the implementation • Analysis of failure of interfaces and custom objects <u>L3 Support</u> • Configuration changes in order to resolve the issues / bug • Guidance & support for data migration • Oracle ERP Application related DBA activities • Cloning and application of patches based on request and inputs from OEM (Oracle)
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2.1 Oracle EBS R12 – Onsite/Off Site –Resource Requirement

Resource skill	No of Resources	Experience	Nature of Support(On Site/Off Site)
Project Lead	1 FTE	8+ yrs.	On Site
Oracle Financials -Functional Resource	1 FTE	6+ yrs.	On Site
Oracle SCM -Functional Resource	1 FTE	6+ yrs.	On Site

Oracle Projects -Functional Resource	1 FTE	4+ yrs.	On Site
Oracle Technical – Sr. Developer • Oracle Application Framework (OAF) • Oracle Application Development Framework(ADF)	4 FTE	4+ yrs.	On site
Oracle Technical – Sr. Developer • Finance Technical • SCM technical	2 FTE	4+ yrs.	On site
Oracle DBA	1 FTE	4+ yrs.	Off Site
Infra/DBA	1 FTE	2+ yrs.	On site
Sr. Infra Resource	1 FTE	6+ yrs.	Off Site
Support Resources at Regional Offices (Delhi, Mumbai, Kolkata, Secunderabad)	4 FTE (one at each region)	2+ yrs.	On Site

* Note:

(1) As per RailTel requirement , support resources at regional offices can be shifted to corporate office or other RailTel Office during contract period.

(2) The selected firm shall deploy minimum 17 number of resources as stipulated in above clause 2.1, however during contract period, if required in order to achieve the end objective of AMC support , selected bidder shall deploy more resources, without any additional cost to RailTel.

2.2 The following are some of the key activities which will be performed by the team during this engagement.

2.2.1 RailTel would conduct formal interview before deployment of resources.

2.2.2 The normal working hours for all resources shall be 09:30 to 18:00 hrs from Monday to Friday, however support team shall be available On-call other than these mentioned working hours and if required shall be available at any time in RailTel Office for critical/high priority incidents.

2.2.3 Any change/removal of resource should be intimated at least 2 weeks in advance.

2.2.4. The scope of work during functional and technical support shall entail the following:

- Providing complete resolution to all incidents reported by the end user at RailTel .
- Complete configuration requests, development requests, testing tasks as and when required.

- c) Apply upgrades, updates & patches of the products to RailTel as and when released.
- d) The Offsite team shall be present at RailTel CO office for meeting whenever required for discussion or any other ERP related interaction without any cost implication to RailTel.
- e) SI shall incorporate technological changes, and provide enhancements as per the requests made by RailTel. SI shall perform minor changes, bug fixes, error , resolutions and minor enhancements that are incidental to proper and complete working of the application.
- f) Carrying out DC-DR Drill as per RailTel requirement.

2.3 The following are some of the key activities for DBA Support.

- a) Backup and cloning of Oracle ERP instance as per the cloning and backup strategy
- b) Monitoring of PROD, TEST, DEV and Pre-Prod Instances of Oracle ERP
- c) Managing DC and DR for day to day synchronisation.
- d) Monitoring the tables spaces and allocating the required resources
- e) Database performance monitoring
- f) Application of Patches for issues / bugs as per Oracle Recommendations
- g) Running of Scripts provided by Oracle for issues / bugs

2.4 The following are some of the key activities for Infra Support (DC and DR)

- a) Installing and Maintaining Solaris Jumpstart environment, Patch and Package administration.
- b) Good Understanding and troubleshooting of Solaris Concepts.
- c) Administering ZFS storage pools and files systems.
- d) Installing, configuring and maintaining Sun Servers (Solaris 10/11).
- e) Configuring root disk in SVM, Veritas (encapsulation) and ZFS.
- f) Remote Installation, Configuration of Servers.
- g) Firmware upgrades (obp, xscf,alom) on SUN servers.
- h) Interacting with engineering and support management teams when necessary in order to implement administration standards and procedures.
- i) Configuring and administering Solaris Zones and Containers on Sun Solaris 10/11 operating system.
- j) Migrating Zones from within the Data center/cross data center.
- k) Installing and Maintaining Solaris servers from OEM(Oracle Enterprise Manager).

- l) Responsible in OS Administration in Redhat Linux 4,5 6 versions and OEL
- m) Responsible for troubleshooting skills on Solaris and Linux
- n) virtualisation experience on Solaris Containers/Zones/LDoms, KVM, VMWare ESX/ESXi platforms
- o) Strong experience in High availability cluster ware like Veritas Cluster, Sun Cluster or Redhat cluster.
- p) Configuring and administering LDOMS from Oracle Ops Center (OEM).
- q) Configuration and administration of Sun(SVM) and Veritas volume manager(VXVM).
- r) Extensive experience in Resource and Service groups level troubleshooting
- s) Understanding of SAN and NAS storage.
- t) Strong concepts of networking like TCP / IP & NFS
- u) Network management - configuring network interfaces and troubleshooting network problems in various levels of network stacks.
- v) Installation, configuration and Administration of EMC storage environment
- w) Provide a professional, prompt and high level of technical support to all problems assigned.
- x) Solaris 10 or 11 certified/ OEL certified
- y) Good OS troubleshooting concepts.
- z) Good communication skill
- aa) Willing to work in 24x7 supports Environment.
- bb) Should be able to handle daily incidents originating from systems and users. Perform OS and hardware level troubleshooting.

CHAPTER-3

B: Scope of RailTel

1. RCIL will provide space and internet facility to successful bidder's deployed resources for connecting their laptops with appropriate security restrictions and ability to establish VPN connectivity for successful bidder team working outside the client facilities
2. No modification to the source code of the application will be done by the bidder
3. Successful bidder to deploy resources from 1-2 weeks from the date of issue of PO
4. Regular Support window is from 9.30 AM to 6.00 PM from Monday to Friday however bidder has to provide the support in 24*7 manner whenever asked by RailTel.
5. RCIL will be responsible for ensuring the smooth Knowledge transfer to the resources deployed at RCIL. Similarly SI needs to ensure Knowledge Transfer while exiting the contracts (contract expiry or early exit).
6. RCIL will provide 2 cloned instances of current Production instance as mentioned below, in addition to existing Production instance:
 - a) CRP/ Development instance
 - b) UAT instance
7. RCIL will ensure and provide Network connectivity, communication links, SSL configuration and https configuration on the Dev, UAT and Prod environment.
8. RailTel is not liable for any statutory obligation towards manpower resources provided for ERP support by the selected firm.



CHAPTER-3

C : System Availability

1.1 System availability is defined as:

$\{(\text{Scheduled operation time} - \text{system downtime}) / (\text{scheduled operation time})\} * 100\%$

Where:

- a. "Scheduled operation time" means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.
- b. "System downtime" subject to the SLA, means accumulated time during which the System is not available to the Company's users or customers due to in-scope system or infrastructure failure, and measured from the time Company and/or its customers log a call with the Vendor help desk of the failure or the failure is known to the Vendor from the availability measurement tools to the time when the System is returned to proper operation.
- c. The business hours are 9 AM to 6 PM on *any calendar day* the Company's branch is operational. The Vendor however recognizes the fact that the branches will require to work beyond the business hours and holidays on need basis.
- d. Critical and Key infrastructure of Data Center will be supported on 24x7 basis.
- e. Uptime will be computed based on availability of the applications to the Company's users irrespective of availability of servers either individual servers/clusters. Also, non compliance with performance parameters for business, network and environmental infrastructure and system / service degradation will be considered for downtime calculation.
- f. Response may be telephonic or onsite. In case the issue cannot be resolved telephonically, the Vendor will need to provide onsite assistance within response resolution window.
- g. The availability metrics for network infrastructure mentioned in this document applies to all Vendor supported network components and bandwidth/link availability.
- h. If any one or more of the components defined in "Critical" at the Data Centre facility are down resulting in non-availability of Enterprise application solution, then all the services listed in the "Critical" availability measurements table shall be considered for calculating the system downtime.
- i. The integrated enterprise system Application & Database should be sized for individual active-active cluster solutions at DC. However, if any additional hardware, software etc is required for maintaining the SLA's & uptimes, then the same will be the responsibility of the Vendor.
- j. Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenor of the Contract.

- k. Typical Resolution time will be applicable if systems are not available to the Company's users and customers.

1.2. Service Level Measurement

Service Levels will include Availability measurements, Performance parameters and Service measurements. The SI shall provide Availability Report on quarterly basis and a review shall be conducted based on this report. A quarterly report shall be provided to RailTel at the end of every quarter containing the summary of all incidents reported and associated SI performance measurement for that period.

Performance measurements would be accessed through audits or reports, as appropriate to be provided by the Vendor e.g. utilization reports, response time measurements reports, etc. The tools to perform the measurement/audit will need to be provided by the SI. Audits will normally be done on regular basis or as required by Company and will be performed by Company or Company appointed third party agencies.

1.3. Facilities Management

The Facilities Management services would at least include:

- a) Hardware Management (Servers, storage, tape library, etc.)
- b) System Administration
- c) Software License Management
- d) Software maintenance
- e) Application updates from OEM
- f) Server Administration
- g) Data space management
- h) Data Backup and Recovery for Shared Data Bases
- i) Database Administration activities for Database
- j) Operations Management
- k) Application management including day-end, day-begin, month-end, year – end, periodic and daily backups

1.4 Availability Measurements

Level	Type of Infrastructure	Measurement	Minimum Service Level	Cost Reference
Critical	Business Infrastructure & Systems	Availability of Critical Business Infrastructure Elements & Systems.	99.5%	Software Applications, Hardware, Database, Facility Management

Major	Business Infrastructure & Systems	Availability of Key Business Infrastructure Elements & Systems	98%	Software Applications, Hardware, Database, Facility Management
Minor	Business Infrastructure & Systems	Percentage of incidents completed within defined resolution criteria	95%	Software Applications, Hardware, Database, Facility Management

1.5 Performance Measurements

Type of Infrastructure	Measurement	Minimum Service Level	Cost Reference
Day – end, Month – end, Year – end	Time window for batch operations for the core systems to be 4 hours excluding back-up time. In case the time window for batch operations is exceeded the additional time will be considered for system downtime calculation.	98%	Software Applications, Hardware, Database, Facility Management
Day – end, Month – end, Year – end	However during these periods all delivery channels and all offices/branches operations should be available and there should be no performance degradation at that time.	99%	Software Applications, Hardware, Database, Facility Management
System Response Time	End to end response time should be < 2 seconds (end user to core application and back)	99%	Software Applications, Hardware, Database, Facility Management
System Response Time	Support 200 concurrent users for access to internet portal and core application	99%	Software Application for Internet, Hardware costs for Internet
Hardware Utilization	Hardware average daily utilization levels should be less than 70%. (CPU, Memory, Hard Disk, NIC cards)	99%	Hardware Costs, Facility Management

Down time for servicing	Each planned down - time for application, database and operating system servicing (up gradation, bug fixing, patch uploads, regular maintenance etc.) will not be more than 4 hours. This activity will not be carried out during business hours. However, such activities which require more than 4 hours or required to be carried out during business hours will be scheduled in consultation with the Company. In case the downtime exceeds the planned hours the additional time taken for servicing will be considered for infrastructure or system downtime as per availability measurements table.	98%	Facility Management
Incident Management	Percentage of incidents escalated	99%	Facility Management

2.1 SLA Penalties

2.1.1 Penalties for Development Changes Support

Penalties would be imposed for not meeting minimum service level of SLA as per the table below:

If the duration of Minor level configuration changes lies	Following penalty will be recovered
If completion time exceeds between 10% to 15 % from time mentioned in work order for each development change	Deduction of 5% of work order value for Development requirement
If man days exceeds between 15% to 25% from time mentioned in work order for each development change	Deduction of 10% of work order value for development requirement
If man days exceeds beyond 25% from time mentioned in work order for each development change	Escalation to RailTel steering committee which may lead to deduction of 25% of work order value for development requirement

CHAPTER-3

D : Schedule of Requirement

S N	Description	Total Cost for One year	Total Cost for the period of 2 years
1	Providing ERP Application Support to RailTel as per Scope of Work and Requirement given under Chapter 3 of Tender Document.		

* Note : Tax shall be extra as applicable

E : Payment Terms

- F 1.1 Charges will be paid on quarterly basis at the end of each quarter for the preceding quarter
 F1.2 And on receipt of Tax Invoice from the vendor and after certification from DGM/IT.



CHAPTER-4

A: Pre-Qualification Criteria

The Bidder for support of Oracle ERP suite at RailTel should satisfy all the criteria below on its own:

S N	Criteria	Details	Document Required
1	Company profile	a) Bidder should have cumulative turnover of minimum INR 5.48 crores in last three financial years 2020-21, 2019-20 and 2018-19. b) Should be a registered company in India c) Should have offices in Delhi /NCR. Note: Details should be provided in the format mentioned in Form-3	a) Attach Balance sheet and P/L statement for last 3 completed financial years(years 2020-21, 2019-20 and 2018-19) duly signed by company secretary b) Certificate of Incorporation c) Self-Certificate duly signed by authorized signatory for supporting their geographical presence along with addresses
2	Experience in ERP support in Government sector	The Bidder must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: Three order/contracts for Oracle ERP R12 support services of Value not less than Rs. 1.10 Cr for each contract with customer from the government/ PSU sector. or Two order/contracts for Oracle ERP R12 support services of Value not less than Rs. 1.46 Cr for each contract with customer from the government/ PSU sector. or One order/contracts for Oracle ERP R12 support services of Value not less than Rs. 2.19 Cr with customer from the government/ PSU sector. Note : Details should be provided in the format mentioned in Form-4,6	Completion certificates with Satisfactory working and value of the work completed from the User Organizations is required to be submitted. (The set of document(s) submitted should clearly certify eligibility criteria and should be verifiable from the user/customer)
3	Company Strength in ERP	Should have at least 50 personnel of Oracle ERP on its own payroll	Self-certificate signed by company secretary with detailed list of resources in format mentioned in Form-5
4	Quality certification	The bidder must have valid (ISO 9001 or ISO 20000) for IT services.	Copy and details of Quality certifications

5	OEM Partners	The bidder should be minimum active gold partner with ERP OEM M/s Oracle India.	Copy and details of Partnership with Oracle
6	Non-Blacklisted	The bidder should not be blacklisted by any government organization/ public sector as on the date of submission of bid	Self-certificate signed and stamped by authorized signatory

CHAPTER-4

B : Bid Evaluation

1. The bidders' Pre-Qualification Proposal in the bid document would be evaluated as per the requirements specified in the tender document and adopting the pre-qualification criteria spelt out in this tender document. The Bidders are required to submit all required documentation in support of the pre-qualification criteria specified, client contact information for verification, profiles of project resources and all others as required for evaluation.
2. The bidders shall meet all the mandatory compliance requirements. Failure in meeting the mandatory compliance requirements will result in disqualification of the bidder.
3. The bids of those bidders who qualify in the pre-qualification process only will be considered for their Commercial bids.
4. Evaluation will be done on the basis of lowest price offered by the eligible bidder as mentioned in clause D of Chapter 3 and may be considered for awarding the work being L1.

In case of two Packet

1. The bidder has to submit the bid in two separate bids containing technical bid and price bid on E-Nivida portal only.
2. The technical bids of all the bidders will be evaluated first based on the tender conditions/eligibility criteria and the financial bids will be opened only of the technically qualified bidders.

RAILTEL

CHAPTER-5

A: Terms and Conditions

1.1 Undertaking

The bidders intending to submit the tender documents shall submit an undertaking to RailTel along with the bid proposal, in the format provided in Form 2 in Chapter-5.

1.2 RAILTEL's Right to Accept/Reject Bids

RAILTEL reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

1.3 Bidding Document

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

All pages of this documents shall be digitally signed or duly signed & stamped by the bidder including the closing page in token of his having studied the tender document. Original copy of tender document duly signed and stamped by authorized signatory is also required to be submitted along with the offer.

1.4 Period of Validity

Bids shall remain valid for a period of 180 days from the date of opening of the bids

1.5 Bidding Process (Two Packet System)

The bidding process will consist of two packet system. The detailed technical proposal including 'Price Bid' shall be submitted on e-Nivida portal only.

1.6 Bid Earnest Money

In lieu of Bid Security/Earnest Money Deposit (EMD) bidder may submit "Bid Security Declaration" in the format given as Form-9 accepting that if they withdraw or modify their bids during period of validity etc., they will be banned for the period of Three years.

Bid without Bid Security Declaration letter & cost of tender document will be summarily rejected.

1.6.1. For NSIC registered Firm

For small scale units registered with NSIC under single point registration Scheme and having MSME certificate and participating in this tender enquiry, following exemptions are available:-

- (i) They are exempted from cost of tender documents.
- (ii) They are also exempted from depositing of Earnest money.

These exemptions are applicable provided units are registered with NSIC for tendered item and registration is current and valid. Firms claiming these exemptions are required to submit along with their offer, copy of their current and valid NSIC registration certificate for the tendered item, otherwise their offer would not be considered.

1.6.1.1. No exemption is, however, applicable to these units from payment of security deposit/ Performance Bank Guarantee.

1.6.1.2. The participating MSEs in a tender, quoting price within the band of L1+15% shall also be allowed to supply a portion of the requirement by bringing down their prices to the L1 price, in situation where L1 is from someone other than an MSE. Such MSEs shall be allowed to supply up to 20% of the total tendered value. In case of more than one such eligible MSE, the supply will be shared equally.

NOTE: This bid complies with “Public Procurement (preference to make in India) Policy Order, 2017 issued by DIPP and Public Procurement Policy for Micro and Small Enterprises (MSEs) order, 2012” issued by MoSME.”

The bidders claiming the preference have to submit relevant documents prescribed under relevant order.

1.7 Liquidated Damages

Liquidated damages shall be applicable at the rate of 0.5% per week or part thereof for undelivered portion subject to maximum of 10% of the total payment for that period.

1.8 Variation in Quantity

The Contract value may vary within +/-25% of the grand total of schedule of requirements as included in the Letter of Acceptance to tender, in case of variation in quantities the contractor shall be bound to carry out the work at the rates agreed in the schedule up to the limit of +/-25% variation in the value of contract and shall not be entitled to any claim or any compensation whatsoever.

1.9 DELETED

1.10 Validity of Contract

The contract will be valid for the period of 2 years from date of issue of LOA/PO which can be extended further for the period of 2 year with same terms and conditions. RailTel may consider escalation in Man Month rate upto 10% during extension of Contract after successful completion of initial two years on same terms & conditions and after approval of RailTel Competent Authority.

1.11 DELETED

1.12 Security Deposit / Performance Bank Guarantee:-

The bidder is required to submit a Performance Bank Guarantee (PBG) for sum equal to 03% of PO/contract value within 15 days of the issue of PO for the satisfactory performance of services covered in SOR given in Chapter 3-D valid for a period of 4 months beyond the contract period. The earnest money shall be released on submission of PBG. The Proforma for PBG is given in Chapter 5 Form No. 1. If the delivery period gets extended, the PBG should also be extended appropriately.

Extension of time for submission of PBG beyond 15(fifteen) days and up to 30 days from the date of issue of PO may be given with the approval of contract signing authority. However, a penal interest of 15% per annum shall be charged for the delay beyond 15(fifteen) days, i.e. 16th day after the date of issue of PO. In case the contractor fails to submit the requisite PBG even after 30 days from the date of issue of PO, the contract shall be terminated duly forfeiting EMD and other dues, if any payable against that contract. The failed contractor shall be debarred from participating in re-tender of the work.

- 1.12.1 The Performance Bank Guarantee (security deposit) will bear no interest.
- 1.12.2 This PBG would be released after satisfactory completion of contract period.
- 1.12.3 The contractor is required to sign agreement with RailTel for the project along with the submission of PBG.

Note:

- 1) 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.
- 2) Any performance security upto a value of Rs. 5 Lakhs is to be submitted through online transfer only.
- 3) In case of submission of Security Performance in form of FDR then lien should be created in favor of "RailTel Corporation of India Ltd".

1.12.4 No Interest on Earnest Money and Performance Security:

No interest shall be paid on the amount of earnest money and Performance Security held by RailTel, at any stage.

1.13 Prices and Taxes:-

- a) The prices for the services shall be in INR which will be the currency of account invoicing and payment.
- b) Price will not include the cost of any financing (if any).
- c) The Tax shall be extra as applicable at the time of invoicing.

1.14 Tenderers Address

Tenderer shall state in the tender his postal address fully and clearly. Any communication sent to the Tenderers by post at his said address shall be deemed to have reached the tenderer

duly & timely, notwithstanding the fact the communication could not reach the tenderer at all or in time for whatever reason. Important documents shall be sent by Registered post.

1.15 Law governing the contract

The contract shall be governed by the law for the time being in force in the Republic of India. Compliance to regulations and bye-laws-The contractor shall conform to the provision of any statute relating to the works and regulations and bye-laws of any local authority and of any water and lighting companies or undertakings, with whose system the work is proposed to be connected and shall before making any variation from the drawings or the specifications that may be necessitated by so confirming give to the Engineer notice specifying the variation proposed to be made and the reason for making the variation and shall not carry out such variation until he has received instructions from the Engineer in respect thereof. The Contractor shall be bound to give all notices required by statute, regulation or bye-laws as aforesaid and to pay all fees and taxes payable to any authority in respect thereof.

1.16 Force Majeure clause

If at any time, during the continuance of this contract, the performance, in whole or part, by either party, of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, Civil Commotion, Sabotage, Fires, Floods, Earth quakes, explosions, strikes, epidemics, quarantine restrictions, lockouts, any statute, statutory rules/regulation, order of requisitions issued by any Government Department of Competent Authority or acts of God (here-in-after referred to as event) then provided notice of the happening of any such event is given by either party to the other within twenty one days from the date of occurrence thereof, neither party shall, by reason of such event, be entitled to terminate this contract nor shall either party have any claim for damage against the other in respect of such non-performance or delay in performance, and the obligations under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, Provided further that if the performance in whole or part of any obligation under this contract of prevented or delayed by reason of any such event beyond a period as mutually agreed to by the RailTel and the Contractor after any event or 60 days in the absence of such an agreement whichever is more, either party may at its option to terminate the contract provided also that if the contract is so terminated under this clause the RailTel may at the time of such termination take over from the Contractor at prices as provided for in the contract, all works executed or works under execution.

1.17 Settlement of Disputes and Arbitration

If any matter arises between the parties about this agreement then the parties shall meet to discuss the matter and shall negotiate in good faith to endeavour to resolve the matter;

however if any matter arising has not been resolved by the parties within thirty (30) days after the date the party raising the matter gave notice of it to the other party then the matter shall be submitted by either party to Arbitration.

- a) Arbitration shall be held in New Delhi, India. The arbitration shall be conducted as per the provisions of Indian Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof.
- b) The arbitration shall be conducted by a sole arbitrator appointed by CMD/RailTel.
- c) The arbitration proceedings shall be conducted in the English language.
- d) The decision of the arbitrator thereon shall be final, conclusive and binding on both the parties to the Agreement.
- e) Each party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the parties unless the award otherwise provides.

1.18 Credential Verification:

1.18.1 The tenderer shall submit along with the tender document, documents in support of his/their claim to fulfill the eligibility criteria as mentioned in the tender document. Each page of the copy of documents/ certificates in support of credentials, submitted by the tenderer, shall be self-attested/digitally signed by the tenderer or authorized representative of the tendering firm. Self-attestation shall include signature, stamp and date (on each page). Only those documents which are declared explicitly by the tenderer as “documents supporting the claim of qualifying the laid down eligibility criteria”, will be considered for evaluating his/their tender.

1.18.2 The tenderer shall submit a notarized affidavit on a non-judicial stamp paper stating that they are not liable to be disqualified and all their statements/documents submitted along with bid are true and factual. Standard format of the affidavit to be submitted by the bidder is available in Chapter-5 of this tender document (Form-10). Non-submission of an affidavit by the bidder shall result in summary rejection of his/their bid and it shall be mandatory incumbents upon the tenderer to identify, state and submit the supporting documents duly self-attested by which they/he is qualifying the Qualification Criteria mentioned in the tender document. It will not be obligatory on the part of the RailTel to scrutinize beyond the submitted document of tenderer as far as his qualification for the tender is concerned.

- a. The RailTel reserves the right to verify all statements, information and documents submitted by the bidder in his tender offer, and the bidder shall, when so required by the RailTel, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the RailTel shall not relieve the bidder of its obligations or liabilities here under nor will it affect any rights of the RailTel thereunder.
- b. In case of any wrong information submitted by the tenderer, the contract shall be terminated, Earnest Money Deposit (EMD), Performance Guarantee (PG) and Security

Deposit (SD) of contract forfeited and agency barred for doing business on entire RailTel for 5 (five) years.

1.19 Limitation of Liability

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.

1.20 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.

1.21 Illegal Gratification

Any bribe, commission, gift or advantage given, promised or offered by or on behalf to the contractor or his partner, agent or servant or anyone on his behalf to any officer or employees of the RailTel, or to any person on his behalf in relation to obtaining or the execution of this or any other contract with the RailTel shall, in addition or any criminal liability which he may incur, subject the contractor to the rescission of the contract and all other contracts with the RailTel and to the payment of any loss or damage resulting from such decision and the RailTel shall be entitled to deduct the amounts so payable from any moneys due to the Contractor (s) under this contract or any other contracts with the RailTel. The contractor shall not lend or borrow from or have or enter into any monetary dealings or transactions either directly or indirectly with any employee of the RailTel and if he shall do so, the RailTel shall be entitled forthwith to rescind the contract and all other contracts with the RailTel. Any question or dispute as to the commission or any shall offence or compensation payable to the RailTel under this clause shall be settled by the Regional General Manager of RailTel, in such a manner as shall consider fit and sufficient and his decision shall be final and conclusive. In the event of rescission of the contract under this clause, the contractor will not be paid any compensation whatsoever except payment for the work done up to date of rescission.

1.22 LABOUR LAWS

1.22.1 Wages to Labour

The contractor shall be responsible to ensure compliance with the provisions of the Minimum Wages Act, 1948 (hereinafter referred to as the “said Act”) and the Rules made there-under in respect of any employees directly or through petty contractors or sub-contractors employed by him on road construction or in building operations or in stone breaking or stone crushing

for the purpose of carrying out this contract. If in compliance with the terms of the contract, the contractor supplied any labour to be used wholly or partly under the direct orders and control of the RailTel whether in connection with any work being executed by the contractor or otherwise for the purpose of the RailTel such labour shall, for the purpose of the clause, still be deemed to be persons employed by the contractor. If any moneys shall as a result of any claim or application made under the said Act be directed to be paid by the RailTel, such moneys shall be deemed to be moneys payable to the RailTel by the Contractor and on failure by the contractor to repay any moneys paid by it as aforesaid with seven days after the same shall have been demanded, the RailTel shall be entitled to recover the same from any moneys due or accruing to the contractor under this or any other contract with the RailTel.

1.22.2 Apprentices Act

The contractor shall be responsible to ensure compliance with the provisions of the Apprentices Act 1961 and the Rules and Orders issued thereunder from time to time in respect of apprentices directly through petty contractors or sub-contractors employed by him for purpose of carrying out the contract. If the Contractor directly or through petty contractor or sub-contractors fails to do so, his failure will be breach of the contract and the RailTel may, in its discretion, rescind the contract. The Contractor shall also be liable for any pecuniary liability arising on account of any violation of the provisions of the Act.

1.22.3 Provisions of Payments of Wages Act

The Contractor shall comply with the provisions of the payment of Wages Act, 1936 and the rules made there under in respect of all employees directly or through petty contractors or sub-contractors employed by him in the works. If in compliance with the terms of the contract, the contractor directly or through petty contractors or sub-contractors shall supply any labour to be used wholly or partly under the direct orders and control of the Engineer whether in connection with the works to be executed hereunder or otherwise for the purpose of the Engineer such labour shall nevertheless be deemed to comprise persons employed by the contractor, and any moneys which may be ordered to be paid by the Engineers shall be deemed to be moneys payable by the Engineer on moneys due to the contractor in terms of the contract (whether under this contract or any other contract all moneys paid or payable by the RailTel by way of compensation of aforesaid or for costs of expenses in connection with any claim thereto and the decision of the Engineer upon any question arising out of the effect or force of this clause shall be final and binding upon the contractor.

1.22.3 Provision of Contract Labour (Regulation and Abolition) Act 1970

- a) The contractor shall comply with the provision of the Contract Labour (Regulation and Abolition) Act 1970 and the Contract Labour (Regulation and Abolition) Act,

Central Rules 1971 as modified from time to time, whenever applicable and shall also indemnify the RailTel from and against any claims under the aforesaid Act and the Rules.

- b) The contractor shall obtain a valid license under the aforesaid Act as modified from time to time before the commencement of the work and continue to have a valid license until the completion of the work. Any failure to fulfill this requirement shall attract the penal provision of the Contract arising out of the resultant non-execution of the work.
- c) The contractor shall pay to the labour employed by him directly or through sub-contractors the wages as per provisions of the aforesaid Act and the Rules wherever applicable. The Contractor shall notwithstanding the provisions of the contract to the contrary, cause to be paid the wages to labour indirectly engaged on the work including any engaged by his sub-contractors in connection with the said work, as if the labour had been immediately employed by him.
- d) In respect of all labour directly or indirectly employed in the work for performance of the contractor's part of the contract the contractor shall comply with or cause to be complied with the provisions of the aforesaid Act and the Rules wherever applicable.
- e) In every case in which, by virtue of the provisions of the aforesaid Act or the Rules, the RailTel is obliged to pay any amount of wages to a workmen employed by the contractor or his sub-contractor in execution of the work or to incur any expenditure in providing welfare and health amenities required to be provided under the aforesaid Act and the Rules or to incur any expenditure in providing welfare and health amenities required to be provided under the aforesaid Act the Rules or to incur any expenditure on account of the contingent liability of the RailTel due to contractor's failure to fulfill his statutory obligations under the aforesaid Act or the Rules the RailTel will recover from the contractor, the amount of wages so paid or the amount of expenditure so incurred, and without prejudice to the rights of the RailTel under section 20, sub section (2) and section 2 sub-section (4) of the aforesaid Act, the RailTel shall be at liberty to recover such amount or part thereof by deducting it from the security deposit and/or from any sum due by the RailTel to the contractor whether under the contract or otherwise. The RailTel shall not be bound to contest any claim made against it under sub section (1) of section 20 and sub section (4) of section 21 of the aforesaid Act except on the written request of the contractor and upon his giving to the RailTel full security for all costs for which the RailTel might become liable in contesting such claim. The decision of the RailTel regarding the amount actually

recoverable from the contractor as stated above shall be final and binding on the contractor.

1.22.4 Reporting of Accidents to Labor

The contractor shall be responsible for the safety of all employees directly or through petty contractors or sub-contractors employed by him on the works and shall report serious accidents to any of them however and wherever occurring on the works to the Engineer or the Engineer's representative and shall make every arrangement to render all possible assistance.

1.22.5 Provisions of Workmen's Compensation Act

In every case, in which by virtue of the provision of section 12 sub section (1) of the Workmen's Compensation Act, 1923, RailTel is obliged to pay compensation to workman directly or through the petty contractor employed by the contractor or sub-contractor, in executing the work, RailTel will recover from the contractor the amount of the compensation so paid, and without prejudice to the right of RailTel under section 12 sub section (2) of the said Act. RailTel shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by RailTel to the Contractor whether under these conditions or otherwise, RailTel shall not be bound to contest any claim made against it under Section 12, Sub Section (1) of the said Act except on the written request of the contractor and upon his giving to RailTel full security for the all costs for which RailTel might become liable in consequence of contesting such claim.

1.23 Determination of Contract

- a) **Right of RailTel to determine the contract:** RailTel shall be entitled to determine and terminate the contract at any time, should in the RailTel's opinion, the cessation of the work becomes necessary owing to paucity of funds or from any other cause whatever, in which case the value of approved materials at site and of work done to date by the Contractor will be paid for in full at the rate specified in the contract. Notice in writing from the RailTel of such determination and the reasons thereof shall be conclusive evidence thereof.
- b) **Payment on determination of contract:** Should the contract be determined under sub clause (1) of this clause and the Contractor claims payment for expenditure incurred by him in the expectation of completing the whole of the work, the RailTel shall admit and consider such claims as are deemed reasonable and are supported by vouchers to the satisfactions of the Engineer. The RailTel's decision on the necessity and property of such expenditure shall be final and conclusive. The contractor shall have no claim to any payment of compensation of otherwise, however on account of any profit or advantage which he might have derived from the

execution of the work in full but which he did not derive in consequence of determination of contract.

1.24 Termination for Default

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 perform satisfactory support work as per tender requirement;
- 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.

1.24.1 Right of RAILTEL after termination of contract owing to default of contractor

- a) The contractor shall have no claim to compensation for any loss sustained by him by reason of his having purchased or procured any materials or entered into any commitments or made any advances on account of or with a view to the execution of the works or the performance of the contract and contractor shall not be entitled to recover or be paid any sum for any works thereto not actually performed under the contract, unless or until the Engineer shall have certified the performance of such work and the value payable in respect thereof and the Contractor shall only be entitled to be paid the value so certified.
- b) The Engineer or Engineer's Representative shall be entitled to take possession of any materials, tools, implements, machinery or buildings on the works or on the property on which these are being or ought to have been executed, and to retain the employ the same in further execution of the works without the contractor being entitled to any compensation for the use and employment thereof or for wear and tear or destruction thereof.
- c) The Engineer shall, as soon as may be practicable after removal of the contractor fix and determine expert or by or after reference to the parties or after such investigation or enquiries as he may consider fit to make or institute and shall certify what amount (if any) has at the time of termination of the contract been reasonably earned by or would reasonably accrue to the Contractor in respect of the work then actually done by him under the contract what was the value of any unused or partially use materials, any constructional plants and any temporary works upon the site. The legitimate amount due to the contractor after making necessary deductions and certified by the Engineer should be released expeditiously.

1.25 Pre- Bid Conference & Clarification Requests

As per BDS Chapter-2A and in a format as per Chapter 5 Form-8.

1.26. Submission of Offers

All offers in the prescribed forms should be submitted online before the time and date fixed for the receipt of the offers.

- a) In case the schedule of requirement quoted by tenderer is incomplete with reference to tender document, the offer is liable to be rejected.
- b) 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.
- c) The tenderer shall submit digitally signed copy of Tender Document / Corrigenda downloaded from RailTel E-NIVIDA Portal.
- d) The offer shall be submitted in two packet for Technical and Commercial / Price Bid as per instructions given in chapter-4B.

1.27 The bid shall consist of the following:

- a) Offer Letter complete as per Chapter1.
- b) Schedule of Requirements shall contain the quantity and price of each item quoted exactly according to the proforma and schedule of requirements in a format mentioned in chapter-3 D.
- c) Bid Security Declaration (as per format mentioned in Form-9) and cost of tender document.
- d) Undertaking from System Integrator as per Form-2
- e) Constitution of Firm and Power of Attorney.
- f) Clause wise compliance to tender conditions.
- g) Copies of purchase orders, balance sheet and other documents in support of meeting qualifying criteria.
- h) Tenderer should submit the soft copy in PDF format of offer online on RAILTEL E-NIVIDA Portal.
- i) Tenderer should submit the details of technical proposal as mentioned in Form-7
- j) Any other information desired to be submitted by the tenderer.

1.28 Constitution of Firm and power of Attorney

- 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.

- d) In the case of a firm not registered under the Indian Partnership Act, all the partners or the attorney duly authorised 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.
- e) 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.
- f) 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, authorised translators of Courts and Licensed Petition Writers should be supplied by the Contractor(s) while tendering for the work.
- g) The duly notarized Power of Attorney shall be submitted in original or duly signed.

1.29 Opening of Tender

Tenderer's Bids will be opened online on specified date & time as mentioned in BDS Chapter 2-A of the tender in presence of such Tenderers/ Representatives who choose to be present.

1.30 Non-Transferability & Non-Refundability

The tender documents are not transferable. The cost of tender paper is not refundable.

1.31 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.

1.32 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.

1.33 Bid Security/EMD Declaration Letter:

In lieu of Bid Security/Earnest Money Deposit (EMD) bidder may submit "Bid Security Declaration" in the format given as Form-9 accepting that if they withdraw or modify their bids during period of validity etc., they will be banned for the period of Three years.

CHAPTER-5

B : INSTRUCTIONS TO THE BIDDERS

1. General

Following are the instruction for online bid submission as per the term and conditions:

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Class 3 Digital Signature Certificates. 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. **Prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.**

More information useful for submitting online bids on the e-tender Portal may be obtained at:

<https://railtel.enivida.com>

2. REGISTRATION:

- a) Bidders are required to enroll on the e-Procurement Portal (URL: <https://railtel.enivida.com>) with clicking on the link “Online bidder Registration” on the e-tender Portal by paying the Registration fee of approx.Rs.2360/- Per vendor/per year.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) 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 bidder.
- d) 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.
- e) Only one 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.
- f) 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.
- g) **The scanned copies of all original documents should be uploaded in pdf format on portal <https://railtel.enivida.com>.**
- h) **After completion of registration payment, you need to sends your acknowledgement copy on our help desk mail id ewizardhelpdesk@gmail.comforactivation of your**

account.

SEARCHING FOR TENDER DOCUMENTS:

- a) There are various search options built in the RailTel Corporation Of India Limited e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- b) Once the bidders have selected the tenders they are interested, they can pay the tender processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card. After that respective contractor/Vendor may download the required documents / tender schedules, Bid documents etc. Once you 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.

PREPARATION OF BIDS

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) 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 colored option which helps in reducing size of the scanned document.
- d) 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, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
- e) 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.

SUBMISSION OF BIDS

- a) 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.
- b) 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.
- c) Bidder has to select the payment option as "Online Payment" to pay the tender fee / EMD as applicable and enter details of the instrument.
- d) Bidder should submit the EMD online as per the instructions specified in the tender document. In case of non-submission of EMD amount online, the uploaded bid will be summarily rejected.

- e) 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 bidders 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.
- f) 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.
- g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i) 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.
- j) 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.

ASSISTANCE TO BIDDERS

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 24x7 Helpdesk Support.

Please feel free to contact RailTel E-Nivida Helpdesk (as given below) for any query related to e-tendering.

1. Helpdesk landline No: 011-49606060
2. Mr. Amrendra (8448288980)
3. Mr. Birendra Kumar (8448288988)

RailTel Contact-I (for general Information)

RailTel's Contact Person / Designation

Rosy Sharma, AGM/DNM

Telephone/ Mobile: 9717644018

E-mail ID: rosys@railtelindia.com

RailTel Contact-II (for general Information)

RailTel's Contact Person / Designation

Naresh Kumar, DGM/IT

Telephone/ Mobile: 9717644088

E-mail ID: naresh.kumar@railtelindia.com

3. Bid related Information for this Tender

The entire bid-submission would be online on RailTel E-Nivida Portal.

Broad outline of submissions are as follows:

1. Submission of Bid Security/ Earnest Money Deposit (EMD)
2. Submission of digitally signed copy of Tender Documents/Addenda
3. Two Packet
4. Online response to Terms & Conditions of Tender.
5. (Optional) Online Submission of modification, substitution bids for technical or financial parts, or withdrawal bid.

NOTE: Bidder must ensure that the bid must be successfully submitted online as per instructions of RailTel E-Nivida Portal.

4. Online Submissions:

The bidder is required to submit all the relevant documents online only with the following documents.

- a) EMD submission as per details mentioned in EoI notice.
- b) Tender Cost submission as per details mentioned in EoI notice.
- c) Power of attorney to be submitted online. The Original copy is needed to be submitted by the successful bidder before issuance of LOA.
- d) In case bidder happens to be an MSE bidder, the documentary evidence for same shall be submitted on line.

5. Submission of Eligibility Criteria related documents

Eligibility criteria related documents as applicable shall also be scanned and submitted ON LINE

NOTE: In case of internet related problem at a bidder's end, especially during 'critical events' such as - a short period before bid-submission deadline, during online public tender opening event, during e-auction, it is the bidder's responsibility to have backup internet connections.

In case there is a problem at the e-procurement/ e-auction service provider's end (in the server, leased line, etc.) due to which all the bidders face a problem during critical events, and this is brought to the notice of RailTel by the bidders in time, then RailTel will promptly re-schedule the affected event(s).

6. Instructions for Tender Document TO THE BIDDERS

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

NOTE: For online bid submission the bidder will have to necessarily download an official online copy of the tender documents from RAILTEL E-NIVIDA portal, and this should be done well before the deadline for bid-submission.

7. Submission of Offers and Filling of Tender:

This e-tender should be duly submitted online using the e-Procurement Portal <https://railtel.enivida.com/>. For detailed instructions please refer to RAILTEL E-NIVIDA Portal.

8. Attendance of Representatives for Tender Opening:

Representatives of bidders 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. Authorized representatives of those firms who have submitted the tender documents alone shall be allowed to attend the tender opening.

9. e- Reverse Auction: Deleted.



CHAPTER-5

Form No. 1

Performa for Performance Bank Guarantee
PERFORMANCE BANK GURANTEE 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 Block Tower-2, 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, 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 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) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.

The payment 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.

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 (1) We shall be discharged from all liability under this Guarantee thereafter.

We,..... 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) Supplier(s).

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

Dated the day of 2021

for
(Indicate the name of the Bank)

Witness

1. Signature
 Name
2. Signature
 Name



Form 2: Undertaking from System Integrator

(Company letter head) [Date]

To

**RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block,
Tower-2, East Kidwai Nagar,
New Delhi - 110023**

Sir,

Sub: Undertaking on Non- disclosure of contract documents

I/We do hereby undertake that we shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information to any third party.

I/We do hereby undertake that except with the written consent of the Buyer/Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information to any third party.

For and on behalf of the Bidder

(Signature)

(Name of the Authorized Signatory)

Date

Address

Location

Form 3 : Proforma for Submitting Bidder firm profile

S N	Particulars	Response
1	Company Name	
	Legal Name (if different)	
	Full Mailing Address	
	Telephone Number	
	FAX Number	
	Web site	
	Years in Business	
	Year of establishment	
2	Details of Indian Establishment	
	Registered Office address	
	Year of establishment	
	Head of the Indian establishment	
3	SPOC (Single point of Contact)	
	Mobile	
	E-mail	
4	Whether registered with Registrar of Companies/ Firm. If so, please furnish details thereof (Attach certificate of incorporation)	
5	Registration with Tax authorities (PAN)	
6	Audited Turnover in last three years.	
7	Number of clients	
8	Number of technical/support personnel	
9	CIN Number, TAN Number & PAN Number	

(Soft Copy to be submitted in Excel format)

Form 4 : Proforma for Submitting Details of Projects undertaken

S l · N o ·	Project	Project executed for (Name of the organization with address, phone numbers etc.)	Nature of work in brief	Location of the work	Actual value of the Project	Duration	Status (on going / Complete d)

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RAILTEL

Form 5 : Proforma for Submitting Key Personnel Employee details

S . N o	Name	Qualific ation	Experience	Particu lars of Project done	Employed in your firm since	Any other details



Form 6 : Proforma for Submitting Project/Customer references details

S . N	Particular	Response
1	Organization Name	
2	Address	
3	Type of Business	
4	Contact Person	
5	Telephone and Fax numbers	
6	Dates of Installation	
7	Description of system	



Form 7 : Proforma for Submitting Technical Proposal

The technical proposal should address the following at the minimum:

- (i) Takeover plan and methodology
- (ii) Operations plan and methodology
- (iii) Quality parameters of the deliverables
- (iv) Daily, weekly and monthly MIS
- (v) Detailed CVs (including qualification, certification, experience) of the key resources assigned to the project.
- (vi) Escalation matrix up to CEO level along with name, designation, mobile no, email id, Landline numbers.



Form 8 : Proforma for Submitting Pre-Bid Queries

SN	Chapter No.	Page No.	Clause / Sub Clause No.	Clause Description	Query

(Soft Copy to be submitted in Excel format)

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RAILTEL

**Format for Bid Security Declaration
(On Non-judicial stamp paper of Rs. 100/-)**

Form No. 9

Whereas, I/We _____ (Name of Agency) has submitted bid for _____ (Name of Work and Tender No.) and whereas Earnest Money Deposit is being exempted in the aforesaid tender to give relief to the bidders as per Govt. of India guidelines due to severe financial crunch on account of slowdown in the economy due to the pandemic,

I/We hereby submit the following “Bid Security Declaration” in lieu of exemption from submitting Earnest Money Deposit :-

1) If I/We withdraw or modify my/our bid during the bid validity period (including extended validity of tender) specified in the tender documents;

Or

2) If, after the award of work, I/We fail to accept LOA/LOI, or to sign the contract agreement or fail to submit performance guarantee or fail to commence the work within stipulated time period prescribed in tender documents;

Or

3) If I/We furnish any incorrect or false statement / information/ document;

Or

4) If I/We hide any relevant information or do not disclose any material fact in the tender;

Or

5) If I/We commit any breach of integrity Pact;

I/We may be disqualified and banned for a period of three years and shall not be eligible to bid for future tenders in RailTel Corporation of India Ltd. for the period of three years from date of issue of such orders.

(Signed by the Authorized Representative of Firm).

Name of Authorized Representative

Name of Firm

Date

Form No. 10

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

I/we the tenderer (s), am/are signing this document after carefully reading the contents.

I/we the tenderer(s) also accept all the conditions of the tender and have signed all the pages in confirmation thereof.

I/we hereby declare that I/we have downloaded the tender documents from RailTel/E-NIVIDA website www.railtelindia.com/https://railtel.enivida.com/. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the tender document. In case of any discrepancy noticed at any stage i.e. evaluation of tenders, 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.

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.

I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.

I/we declare that the information and documents submitted along with the tender by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.

I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of tenders, it shall lead to forfeiture of the tender EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the tenderer)** _____ and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

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

DEPONENT
SEAL AND SIGNATURE
OF THE TENDERER

VERIFICATION

I/We above named tender 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.**



Chapter -6

CHECK LIST (To be filled up & uploaded)

SN	Have you submitted the following documents?	Submitted /complied or Not	Page No./ref No. of Offer
1	Cost of tender document. (Tender notice)		
2	Power of attorney/authority letter (Clause no. 4.23, Chapter-4A)		
3	Offer Letter duly signed by authorized signatory(Chapter -1 of Tender Document)		
4	Complete tender documents digitally signed or duly signed & stamped on each page in token of acceptance (Clause no. 4C.25)		
5	Security Bid Declaration/ Earnest money as per tender notice and clause no. 4.4 Chapter 4A.		
6	MSE/NSIC certificate issued from Govt as a documentary evidence, in case of MSE bidder		
7	Deviation Statement, if any(Chapter wise and Clause wise from Technical Specification & Tender conditions.		
8	Documentary proof for qualifying criteria(Clause 4.6, Chapter 4A of Tender Document)		
9	Cost breakup of price indicating Basic rate, CGST/SGST/IGST etc. Chapter 2.		

...END of Tender Document...