



**RailTel Corporation of India Ltd.
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023
P: 011-22900600, F: 011-2290069**

**RailTel CORPORATION OF INDIA LIMITED
(A Govt. of India Undertaking)
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023**

ELECTRONIC TENDER DOCUMENT

FOR

**Design, Development, Implementation and Maintenance of AI-based e-Empanelment
system and Chatbot Platform**

खुली-E-निविदान: RailTel/2026/OT/CO/BD/e-Empanelment/02

OPEN E- TENDER NO: RailTel/2026/OT/CO/BD/e-Empanelment/02

Due date for Bid Submission: 11.05.2026 @ 03:00 PM

Due date for Bid Opening: 11.05.2026 @ 03:30 PM

TENDER NOTICE



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E-tender Notice No. RailTel/2026/OT/CO/BD/e-Empanelment/02

RailTel Corporation of India Ltd. (RailTel) invites e-Tenders from eligible business partners for **Design, Development, Implementation and Maintenance of AI-based e-Empanelment system and Chatbot Platform.**

Activity	Date & Time
Issue date of Tender	20.04.2026
Last date for Submission of Pre-bid Queries	24.04.2026 (up to 05:00 PM)
Last Date for Submission of e-bids	11.05.2026 (up to 03:00 PM)
Opening of e-bids	11.05.2026 (up to 03:30 PM)
Onsite Presentation / Demo by Bidders	Date for presentation to be communicated later to pre-qualified bidders
Earnest Money (EMD)	Earnest Money Deposit (EMD): INR 4.97 lakhs to be submitted via online bank transfer only (details mentioned in Chapter 2 Bid Data Sheet).

Note: Tender Notice and Tender Document are available on RailTel's website and can be downloaded from www.railtelindia.com or from the e-portal <https://railtel.enivida.com> (E-NIVIDA). For online bid submission, the bidder will have to necessarily download an official online copy of the tender documents from e-Nivida portal. All future information viz. corrigendum /addendum/ amendments etc. for this Tender shall be posted on the e-Tendering Portal and RailTel website only. It is the responsibility of the bidder to regularly check the portal and RailTel website for any updates on the published tender. Printed copy of Tender document will not be sold from RailTel office.

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.

RailTel reserves the right to add, modify, or delete any portion of this TENDER by issuing an addendum or corrigendum as per the Schedule mentioned above. Any such modifications will be published on the e-Procurement Portal and shall be binding on all bidders.

RailTel also reserves the right to negotiate any or all of the TENDER terms and conditions, and to cancel, amend, withdraw, or reissue this TENDER in full or in part, at any time without assigning any reason. This TENDER is issued exclusively for the Design, Development, Implementation and Maintenance of AI-based e-Empanelment system and Chatbot Platform. RailTel may cancel the TENDER process at any stage without any obligation to provide justification to the bidders.

Group General Manager-Business Development