



**RAILTEL CORPORATION OF INDIA LIMITED**  
**(A Govt. of India Undertaking, Ministry of Railways)**  
**1-10-39 to 44, 6A, 6th Floor,**  
**Begumpet Airport Road,**  
**Opp. Shoppers Stop, BEGUMPET,**  
**HYDERABAD- 500 016, Telangana.**

**RailTel Website: [www.railtelindia.com](http://www.railtelindia.com)**

**TENDER DOCUMENT FOR**

**“Upgradation and Implementation of eDAS over Zonal Railways”**

**Single Tender No: RCIL/Tender/23-24/SR/SC/ST/eDAS over Zonal Railways dated  
21-03-2024.**

**Due date for opening: 28-03-2024**

Signature and stamp of the tenderer



# RailTel Corporation of India Limited

*A Government of India (Ministry of Railways) Undertaking*

1-10-39 to 44, 6A, 6th Floor, Begumpet Airport Road, Opp. Shoppers Stop, BEGUMPET, HYDERABAD- 500 016, Telangana.

## SINGLE TENDER NOTICE

Tender No: **RCIL/Tender/23-24/SR/SC/ST/e-DAS over Zonal Railways dated 21-03-2024.**

**M/s. C-DAC,**

“TIDEL Park”, 8<sup>th</sup> Floor, “D” Block, (North & South), No.4, Rajiv Gandhi Salai, Taramani, Chennai-600 113, Tamilnadu, India.

**Subject:** Up-gradation and Implementation of electronic Drawing Approval System (e-DAS) over all the zones of Indian Railways.

RailTel Corporation of India Ltd., Secunderabad invites bids for “Upgradation and Implementation of eDAS over zonal railways” as per scope of work & SOR specification enclosed to the tender document through e-NIVIDA platform.

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, सिकंदराबाद ने निविदा दस्तावेज के साथ संलग्न आवश्यकता की काम की सीमा (स्कोप ऑफ वर्क), यस वो र और विनिर्देश के अनुसार “उपग्रडेशन एंड इम्प्लीमेंटेशन ऑफ़ इ-दस ओवर जोनल रेलवेज इ-निविदा के माध्यम से निविदा आमंत्रित की है।

a)	Bid Submission Start date बोली सबमिशन प्रारंभ दिनांक	21-03-2024
b)	Last date for Submission of Tender निविदा प्रस्तुत करने की अंतिम तिथि	28-03-2024 at 15.00 hrs.
c)	Date of opening of E-Bids ई-बोलियों के खुलने की तिथि	28-03-2024 at 15.30 hrs.
d)	Estimated Cost of the Work काम की अनुमानित लागत	Rs 2,28,92,000/-(Inc. GST)
e)	Validity of offer ऑफर की वैलिडिटी	20 days from the date of opening of tender.
f)	Delivery Period डिलीवरी की अवधि	1. e-DAS software within 260 days from the date of issue of LOA/PO 2. On site support & training for one year from go-live date of software 3. Remote support for 2 years
g)	Web address for availability of Tender document निविदा दस्तावेज की उपलब्धता के लिए वेब पता	Detailed tender notice and tender document are available at website <a href="http://www.railtelindia.com">www.railtelindia.com</a>

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Tender Notice and Tender Document are available on RailTel's website and can be downloaded from [www.railtelindia.com](http://www.railtelindia.com). All future Information viz. corrigendum /addendum/ amendments etc. for this Tender shall be posted on the website. Printed copy of Tender document will not be sold from RailTel office.

निविदा सूचना और निविदा दस्तावेज रेलटेल की वेबसाइट पर उपलब्ध हैं और [www.railtelindia.com](http://www.railtelindia.com) डाउनलोड किए जा सकते हैं। इस निविदा के लिए भविष्य की सभी सूचनाएं अर्थात् शुद्धिपत्र/परिशिष्ट/संशोधन आदि [www.railtelindia.com](http://www.railtelindia.com) पर पोस्ट की जाएंगी। निविदा दस्तावेज की मुद्रित प्रति रेलटेल कार्यालय से नहीं बेची जाएगी।

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. बोलीदाता बोली में तैयारी, प्रस्तुतीकरण/भागीदारी से जुड़ी सभी लागतों को वहन करेगा। रेलटेल किसी भी तरह से आचरण या परिणाम की परवाह किए बिना इन लागतों के लिए जिम्मेदार या उत्तरदायी नहीं होगा।

**Sd/-**  
**शैलेंद्र दुसा**  
**(Shailendra Dusa)**  
**DGM/Tech-Mktg/SR**

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**CHAPTER-1****OFFER LETTER**

RAILTEL CORPORATION OF INDIA LIMITED

1-10-39 to 44, 6A, 6th Floor,  
Begumpet Airport Road,  
Opp. Shoppers Stop, BEGUMPET,  
HYDERABAD- 500 016, Telangana.

Ref: Tender No: RCIL/Tender/23-24/SR/SC/ST/e-DAS over zonal railways dated 21-03-2024.

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 **20 days** from the date of submission and in default thereof. I/We offer to supply various equipment/software at the rates quoted in the attached schedules and hereby bind myself/ourselves to complete the work within **260 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. Bid Security declaration as per format at Form No-3 to be shared along with bid document

SIGNATURE OF SUPPLIER (S)

Date:

CONTRACTOR (S) ADDRESS

SIGNATURE OF WITNESS:

1.

2.

**(End of Chapter-1)**

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**CHAPTER- 2****SCHEDULE OF REQUIREMENT****SOR:** Upgradation and Implementation of eDAS over zonal railways.

<b>S No</b>	<b>Item Code</b>	<b>Qty</b>	<b>UoM</b>	<b>Basic Amount (INR)</b>	<b>Unit Rate (INR) Incl GST</b>
1	<b>Software Development Cost:</b> Cost of Drawing Approval System & Management System	1	UNIT		
2	<b>Support and Training:</b> Onsite Support (1 Manpower) & Training for 1st Year*	1	UNIT		
3	<b>Support and Training:</b> Remote Support 2 <sup>nd</sup> Year	1	UNIT		
4	<b>Support and Training:</b> Remote Support 3 <sup>rd</sup> Year	1	UNIT		
	TOTAL(figures)				
	TOTAL (IN WORDS)				

<b>Note</b>	
<b>I</b>	<p>a) 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 within the delivery period as indicated in Bid Data Sheet (BDS, Chapter 4). If there is any discrepancy in the Total amount and the Unit Rate, the value shown in the Unit Rate shall be considered final for the evaluation.</p> <p>b) It shall be the responsibility of Tenderer to host/migrate e-DAS System to RailTel/Railway office mentioned in this tender document.</p>
<b>II</b>	Tenderers should submit the detailed configuration / technical details of each type of modules/sub modules/cards/Licenses etc. Bill of Material supplied under the contract shall be submitted along with the bid and the same shall be duly vetted by the OEM.
<b>III</b>	Any license fee required to be paid for hardware & software during the life cycle of the Cards/Modules/software shall be included in the rate quoted by the tenderer. There shall be no post contractual liability of license fee on RailTel for hardware & software supplied by tenderer
<b>IV</b>	It is mandatory for Tenderer to quote for all items of the schedule. Any bid not having quote for all the items of the schedule may not be considered.

**(End of Chapter 2)**

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## CHAPTER-3(A)

### TECHNICAL REQUIREMENTS FOR e-DAS SYSTEM

#### 1.1 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 modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999.

At present various drawings like engineering scale plane (ESP), Signal Interlocking plan (SIP), Building diagram etc., Which are needed for construction of infrastructures like new railway line, new station etc. are prepared in AutoCAD. The same is printed out on tracing paper/white sheet. It is checked by officials in the drawing preparing department like the construction department, RVNL, DFCCIL etc.

Then this document is physically sent to various other departments for their scrutiny and to give comments. The various departments involved are signal & telecom, civil engineering, Operating department, Commercial department, Electrical department etc. of the division of the Railways. After compliance of the various comments received, the drawing is printed on tracing paper and it is re-submitted for the signature of the various departments as mentioned above. Once the drawing is approved, it is circulated to all concerned by taking the printouts of the signed tracing. In the above system it takes a lot of time for physical movement of the files as the different departments are in various places/cities. Also it is very difficult to trace the physical file and all chances of misplacing the drawing are there. Beside this, there is no system of tracking and monitoring to speed up the process of approval.

To overcome the above issues, railway is interested in a web based drawing approval and management system (DAS).

#### 1.2 OVERVIEW OF THE SCOPE OF WORK

##### 1.2.1 Upgradation, development and implementation of electronic drawing approval system (e-DAS) software.

- i) Front end application will be converted from client based to web based with cloud architecture. This will facilitate auto updating of software from central location without visiting client location
- ii) Client suggestions on existing e-DAS software for improved error message code and solution, advance search option to get refined data, implementation of logic to automatically change the state when the file is approved or reviewed by client will be incorporated.
- iii) Provision of dashboard as per the agreed scope during implementation.
- iv) Management information system(MIS) is to be designed as per the requirement of Railways
  - a) No. of drawings approved by each end user (e.g., For particular FY, month etc.)
  - b) No. of Drawings pending with the end user.
  - c) No. of Drawings dealt by the end user with Filter option to segregate the drawings

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- between divisions, Agencies etc.,
- v) Other suggestions/Improvements in e-DAS received from other zones is enclosed as Annexure-III. They will be

### 1.2.2 Data Center hosting

Works like provision of internet bandwidth, SSL certificate management, Domain & URL management, OS management are in scope of RailTel. Contractor to ensure that upgraded software is hosted at RailTel data center successfully

### 1.2.3 Help desk, Handholding and training and back-end support

- i. Provision of training and hand holding for easy rollout and implementation of software on IR for 1 year to be done.
- ii. Remote support for 2<sup>nd</sup> and 3<sup>rd</sup> year

1. proposed software should accept the designed AutoCAD drawing and convert it in PDF or html format. This file is then sent to various stakeholders in the workflow for Comments and approval.
2. The drawing should move in a defined flow as per the user defined path and all the Comments should reach back to the drawing preparing authority. After compliance, the process is to be repeated i.e. of sending the drawing to various stakeholders for approval and signature. After approval for all concerned the approved drawing is required to be released on the software for reference to all concerned. Software must be capable of giving dashboards for monitoring purposes.

The expected features of the software are as below:

- Front-end application will be converted from client based to web based with cloud architecture.
- Provide version control and access to the right data.
- Centralized storage for approved/released drawings.
- Integration of digital Signature.
- User Management & Roles Management.
- User defined workflow creation.
- Log reports for administrators.
- Notification on status of drawing approval.
- MIS Reports with import facilities.
- Option to approve/reject with remarks.
- User Dashboard for pending, reviewed, approved drawing
- Further suggestions/improvements in e-DAS received from other zones is enclosed as annexure I which are to be implemented on mutual consent. (Detailed Scope and Specifications are enclosed as Annexure-II)

### 1.3 TENDERER'S Responsibility

The tenderer will be responsible for supply of complete material/software for this tender including the support for integration with the existing application/software , wherever required. It shall be the responsibility of Supplier to host/ migrate at RailTel/Railway servers or Data center.

**(End of Chapter 3A)**

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**CHAPTER-3(B)**  
**TECHNICAL SPECIFICATIONS**

As per Annexure I &amp;II

**Annexure - I**

S.No	Category	eDAS suggestions for upgradation
1	Admin	Guidelines for ADMIN to be created for WORKFLOW, GROUP, USER naming so to create uniformity and easy identifying the workflow which avoids duplicate creation. Proper naming system is to be created.
2		Separate admin for specified workflow(s) instead of super admin. So that admins do not tamper other department workflows. Sub admins should have limited access as compared to super admin
3		While check in (uploading) the drawings, provision should be available to add more type of drawings i.e ESPs, bridges, ROBs, LHSs, FOBs, L-section, LWR plans, private sidings, etc. by the user or administrator.
4		For resolving the problems it very essential to issue help line number from Railway. In Zonal level an e- DAS cell to be formed to resolve all issues.
5		altering the workflow at a state is not possible when files are dealt in that state (WIP or REVIEW), admin has to wait till the file is moved from that state before altering the workflow (for adding/removing transition)
6		Admin log shall also be added. When and who edited/added/deleted in workflow, group, users.
7	Attachment	While uploading attachment with a file name which already exists in attachments, older file is getting replaced with new file but shows both files. There should be a popup to change file name for any duplicates found
8		Attachments for file should have a log including who uploaded and when and also revision, if any
9		Attachments should not be deleted by anyone except Administrator and while deleting admin should state reason. This file should not be deleted but to be hidden from normal users except admin.
10		the attachment files should be given a unique numbered with date in sequence with facility of reference linked in noting shown as hyperlink in the eOffice system i.e. the attachment in reply of reference nos.
11	Changestate	While change state, if multiple files selected in homepage, all selected files are changed (even though access to file is not assigned to this ID)
12		The option should be available that whether we want to open autocad (DWG File) or not while sending drawing from WIP to other state.
13		In the approval state provision should be made for mark up commenting if anyone has to make any remarks at this stage also and return the file without signing
14		Automation of selecting signatories and reviewers based on predefined criteria (in workflow) can streamline the approval process. Manual option should also be added for any override
15		User should be able to pull back the file without intervention of admin till the file is not used
16	Comments	PDF comments should continue from one person to other. There should be an option for user to modify previous comments or to give fresh comments.
17		For users in WIP there should be an option while clicking markup & comment to open previously/latest commented PDF or fresh CAD converted PDF for continuing the Comments in PDF. Since HQ checking WIP will do only partial corrections in AutoCAD.
18		The facility for recording the observations marked on the plan/comment box/attachments with printing are required in a supported format.
19		Exporting observations given in PDF may be done to excel or other software to make sure that all observations are attended and to give para wise reply.
20		provision of observation in terms of text is given in adobe reader and in same way provision of observation in terms of figure/drawings may be added as extra feature for ease of understanding
21		Character limit of 1000 to be increased with no limit for easy understanding of history of file

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22	Errors	Several times unnecessary errors are shown while operation. It is to be cleared and if any error message popups it should explain what made that error or cause of error. Error handling may be improved.
23		It is seen that no Branch officer could open the document after one of them has assigned the file to the subuser (SSE/JE concerned for technical clerk) and the file pending with all the departments until the SSE/JE clears it. This issue shall be addressed.
24	Feature	User should be able to see his/her comments separately to know the brief history of that file instead of reading all the comments given by other Users. (A checkbox to be provided for hide/unhide the other user's comments).
25		Auto Generation of Drawing Number with defined naming system to be made in software after approval, if not possible there may be provision given to type Drawing number after approval i.e., after signing by all approving officials.
26		Ability to monitor the status of selected files after sending them to others by displaying alerts and notifications in a separate window at each stage till approval
27		AutoCAD to PDF conversion to be smooth and with less userinput
28		Comments marked in comment box should be able to linked/referred to other comments in P#.pdf for easy reference
29	Feature	The system for the storage of approved standard drawings like PLAN BANK is required for easy referring of approved drawings of all zones of IR and other standard drawings issued by RDSO/ Railway Board. A hyperlink facility to be incorporated in drawings and comments for easy downloading or referring. This will reduce the disk space by attaching same drawing again in attachments.
30		The time management should be incorporated in the eDAS software with alerts on Mobile/Email Notification facility through SMS.
31		Provision of uploading recent/updated codes & manuals for easy referring and linking specified/ required clause in manual by hyperlinking in noting.
32		Some files/drawings are having 'n' number of sheets. Hence, provision for subset (sheets) for a single project may be created and provision of signing in all the sheets to be created.
33		Separate platform like google meet/cisco webex provision to be given for discussing the drawing which requires discussion for finalizing the issues and it must be recorded and saved
34		Certain drawings requires checklist (for marking yes/no for list of predefined items as per the category of the drawing) for preparing drawings. The same may be provided while file checking in so that initial uploader will do the checklist and sign it. Preparing checklist option may be added for revised drawing also after corrections
35		Search option to be made available based on project wise. Ex: If a project name is given, it should show all drawings pertaining to that project.
36		Incorporate inbuilt user support to address any issues or questions that users may have
37		Intially, for trial basis, Include a feedback mechanism within the software to gather user inputs and suggestions for continuous improvement and evolving needs
38		Varga Notification is not updating in realtime. Even after file moved from the user it says you have pending task for markup & comments. Use of Varga Notification is not clear.
39		Multiple criteria search option may be provided for ease of search of drawings
40		File
41	Provision to be made for deletion of unnecessary drawing files by administrator with log	
42	there should be a unique ID/Name to be given to each uploaded file so as to track the file easily	
43	Whenever a pending file is being clicked by a user for approving/commenting, a lot of other files is getting displayed in the top half of the window along with the file that needs approval/comment from that user which is highlighted. Display of file shall be limited to the specific file which needs action so that it will be clear	
44	File Naming System to be maintained while uploading the cad file in eDAS to easily identify the nature/type of that GAD. After Checking in eDAS software should modify the file name based on predefined data & user inputs. (Software should provide mandatory columns to fill the details that in turn to be converted as File Name)	
45	Is there an option to see the count of how many active users are logged in and graph of count of active	

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		users vs time in a selected date? As the licenses are limited this data is required
46	License	While logging in message appears that "License validation failed. 1. Pls check license availability. 2. License status running in server". How to check How many licenses are available and in that how many are in active. If possible List out the all Licenses details and which user using which license.
47	MIS	MIS is accessible for all users. So it has to be placed directly in Tools menu bar instead of Tools->Administration.
48		No of Drawings Approved, Returned and pending by user within a specified date range should be list out at one place to know the status in Division wise/Project wise/Category of drg/ all
49		Yearly, Monthly, Weekly reports like how many numbers of a particular type of drawings such as; ESPs, bridges, ROBs, LHSs, FOBs, L-section, LWR plans, etc. uploaded, Released, pending, etc. to be filtered out while required.
50	Network	e-DAS should have option to send Drgs to different railways.
51		Working within Railnet is limiting to work in office only, Expanding its usability beyond this network might improve accessibility and collaboration
52		Provision of creating accounts to other pvt agencies ( NHAI, State govt)
53	Reset Password	There is a bug which any user can change anyone password. In the login page after typing our own id and password, Reset password link highlights. After that changing the userID alone and clicking reset password giving access to change password to any user
54	Signatures	After doing some corrections in signature table, software converted DWG to PDF format in that signature panel showing current computer's Date format. This Date format has to be universal system (dd-mm-yyyy and 24hrs time format) for uniformity.
55		Multilingual displaying of Signatures (in Hindi and English) should be provided with the help of DSC framed in English.
56		Multiple signatures to be allowed by same user at same stage while approving and to be retained in the drawing in future correspondence in this file
57		After Changing state from WIP to REVIEW, previous digital signatures were converted to text "DSC by". Plz rectify this.
58		Signing Document should go in the order of hierarchy marked with S.No. ( given while changing the state to APPROVAL).
59		Problems being faced frequently for carrying out signatures to be resolved like while updating MBT, some signatures are missing
60		Provision of approving/signatures in drawing/PDF is to be by users with RailNet, it has to be expanded to state government or other pvt agencies who are not in railnet
61		Provision of new signature table for processing the drawings for alterations in the approved darwing duly retaining the previous approved signatures.
62		When replacing UserID using "Remove/Alter Pending Task", software retaining the previous assigned date. This date/time has to be updated as well with reason/comment
63		Software should covert the uploaded dwg file to the lowest format possible format (AutoCAD 2010 version) because of conversion issues from latest (2022) to earliest version (2016).
64	Hindi font shown in PDF is not matching(spelling) with Hindi font in AutoCAD in eDAS software. When print to PDF given from AutoCAD, Hindi font is working fine in that pdf but while eDAS converting dwg to PDF file that hindi font is changing differently.	
65	In home page Sorting with "State" wise was possible before latest update. After update, while sorting software throwing an error.	
66	In folders, column showing "CheckedIn By" should show the highest authority approved the drawing instead of last approved official. (Hierarchy is given for assigning number in signature table)	
67	While Loading / processing by the software, loading symbol/icon/progress bar should be visible to know whether the software is struck or working.	
68	Combine Markup & comment and Change State methods to make it easier to move the file. Use of making these two functions separate make cumbersome	

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69	Software	Homepage, In Mark-ups & Comments tab in Bottom Panel, the list of comments has to be in date order of descending i.e., latest comment has to be in top and earliest comment has to be in bottom. But the software showing in order except the pending comment is at the bottom most.
70		Marking the file to user with userID is very difficult. While marking to user software showing extra fields i.e., mobile number, email. In the same way add an extra field with name next to user ID column so as to identify the particular user will be easy.
71		Sometimes for Officers, Change State option is not highlighted/greyed out. Admin has to update Group roles again to activate the change state button.
72		After Change from WIP to other state, AutoCAD should not be closed. (file may be closed but not the AutoCAD software)
73		While marking to user in change state. File is moving to other state without selecting a user. Selection of User should be must while change state except to RELEASE state Or Provide a way to search for file which is not marked to any user. It is very difficult to find a file which is not marked/pending with anyone
74		Error while re-opening the previous commented PDF file (ie., after opening, closing then opening the same PDF file)
75		Files in other workflow are visible i.e., files not concerned to user are visible in File Store which creates confusion and loading time is also increased.
76		Sometimes after change state, software throwing an error "file path is denied" but it does changes the file state. This error confusing users and they are trying again to change state which fails again. This error is erroneously coming at this stage even after successful change state and change state window is also not closing so the users trying again to change state.
77		Moving, deletion of file is disabled temporarily. Moving the file is necessary when WIP mistakenly checked in new drawing in wrong folder.
78		eDAS throws an error "Remote server returned an error (505); File not found, no access". eDAS was built with safety feature of keeping files at two different locations/databases(backup) but there is no facility/provision to recover from the backup location when the main file has got issues/corrupted
79		sometimes JE/SSE cannot checkout the drawing due to "VIEWER" in titlebar. It requires intervention of capricot Team
80		In Home page "Checkedin By" column showing the last official approved the file instead of higher approval authority in RELEASE state. This should be rectified.
81		While clicking Mark-Up & Comment on file, only one Commenting window should be visible all previous commenting windows should be closed except the latest one. When there are multiple commenting windows and its confuses that comments goes to other file.
82		Markup & Commenting window should be resizable. It easier to user to see drawing and type the comments. Extra space in this window may be reduced and text box size may be increased.
83		In Markup & Commenting Window, Comments box should be big with scroll bar and should have option to save those comments and to continue later.
84		Provision of Auto Diversion of files from UserID-1 to UserID-2 when UserID-1 is on long leave should give access to UserID-2 move the file as given for User ID-1
85		Software should give list of files which are not marked to any user (not pending for markup & comments to any user) except RELEASE state Or that file shouldn't not be removed from Mark-ups & commenting pending list until change state. When user submit the comments and doesn't do the change state for some reason, tracing that particular file is very difficult unless we know the file name.
86		There should be a Dash Board showing all the drawings of that user Viz. approved (released), under process etc. At present a user is able to see those pending drawings which are marked to that user only. For other drawings (approved and dealt/processed), the user has to search using find/search option.
87		While searching for a file/GAD through search field in main window, user forced to click the button instead of Enter button in keyboard. Searching with Enter button may also be provided

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88	Workflow configuration is disturbing itself or someone else doing it and admin needs to correct the workflow (change state option from state to other state). Locking or log provision may be provided for each workflow configuration after it has been finalized
89	Provision of Switching to other workflow at every stage may be provided. Certain rare cases may require review of drawings by other departments also
90	Model and Layouts (which is in AutoCAD) both should be supported in e-DAS application for conversion for DWG to PDF
91	Drawings are sent simultaneously to all relevant officers. However, there are instances where one officer opens the drawing for comments or signatures, while other officers are unable to approve or provide comments concurrently. This displays a 'checkout' status
92	eDAS should be made compatible with AutoCAD-lite or any other CAD free versions to minimize the cost of infra instead of AutoCAD full version which has more advanced features. As our working is very much limited to 2D and that too to a very basic commands
93	eDAS application may be developed for working for Windows, MacOS and Mobile or cross platform
94	Instead of Stand-alone application, Browser based application may be considered for ease of usage.
95	Initially one single pdf was used to send it across various departments but due to time related issues, multiple copies of the same pdf is being sent across which defeats its purposed apart from consuming large amount of space. It is opined that rather sending multiple copies, if the layer option could be enabled by reserving a specific layer for a department then not only copies could be avoided but would also enable decision making more professional by switching the layers by different users thereby freeing the disk space
96	Backup & Restore of all workflows, groups and users IDs shall be made available
97	Double confirmation popup to be created for ensuring while deleting workflows/users/groups/files/drawings and backup of all the above data to be made with admin
98	Computer configuration required for this new e-DAS working with any CAD software may be given so that exception can be sought for the present Board norms for PC eligibility of Non gazetted staff which is with low configuration
99	Since many drawings are made in different scales/ styles, other users find difficult to edit. AutoCAD file editing should be at initial uploader only, so that other users will not hamper the main file, only observations to be accumulated in one file and sent to initiator of the file.
100	Efforts to be made that AutoCAD file editing in cloud but not in user computer so as to make it more tamper proof and editing powers to be given only to the initiator of that file
101	Scheduled maintenance/updates to be informed prior to rolling out so that users can plan their work. Application is forcing users to update the software even in the middle of work, which destroys the work done.
102	sometimes updating the software is not done smoothly and ends abruptly without error. Capricot claims the error because of antivirus. New Software to be developed with antivirus software friendly and user shouldn't disable the antivirus for installation/updates which is security issue
103	Software installation and updates guidelines may be provided with link in Zonal Railway website just like e-office
104	Selecting workflow is difficult while checking in new file, since the field is very small and cannot read complete workflow name.
105	UI (User interface) to be modified and may be improved for easy understanding with Help menu/user manual
106	Drawings will be approved at different hierarchy levels, colouring may be given to each level
107	sort by user in main window is not working properly
108	User interface to be more user friendly without involving much user manual to work with
109	While assigning Workflow definition after checking-in the dwg file, WIP users should see only relevant workflows instead of all which is confusing. Entire workflow name is not visible for lengthy names.

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## **Annexure - II**

### **1. Scope of Work**

The proposed software should accept the designed AutoCAD drawing and convert it in PDF or html format. This file is then sent to various stakeholders in the workflow for comments and approval.

The drawing should move in a defined flow as per the user defined path and all the comments should reach back to the drawing preparing authority. After compliance, the process is to be repeated i.e of sending the drawing to various stakeholders for approval and signature. After approval for all concerned the approved drawing is required to be released on the software for reference to all concerned. Software must be capable of giving dashboards for monitoring purposes. The expected features of the software are as below:

- Two step authentication process for login - OTP and password
- Provide version control and access to the right data.
- Centralized storage for approved/released drawings.
- Integration of digital Signature.
- User Management & Roles Management.
- User defined workflow creation.
- Log reports for administrators.
- Notification on status of drawing approval.
- MIS Reports with import facilities.
- Option to approve/reject with remarks.
- User Dashboard for pending, reviewed, approved drawing

The detailed scope would be part of the SRS document.

### **2. Technical Description**

This proposal encompasses the design and review of various diagrams and schematics designed using AutoCAD, including architectural plans, engineering drawings, electrical diagrams, and more. The reviewing process will involve designated officers responsible for evaluating the accuracy and compliance of these diagrams. The proposed solution of “Workflow and Reviewing of the design diagrams” is a web application.

The major modules of the systems are as follows.

1. User Management
2. Design Workflow Module

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3. Reviewing and commenting
4. Reports and dashboard

As the .dwg file in AutoCAD is a proprietary format, it is imperative to convert the drawings to a format that can be processed by the Drawing Approval & Management System. Vendor proposes to convert the AutoCAD diagrams to either pdf or html format so that it can be easily rendered on a web browser. The reviewers and approvers in the workflow will be provided options to mark comments, add signatures before the file is moved to the next level. The comments, signatures will be retained in the final released drawing.

## 1.1 User Management

User management refers to the systematic administration and control of user accounts and access privileges within an organization's digital systems, software applications, and network resources. It involves tasks such as creating, modifying, and deleting user accounts, as well as defining and enforcing access rights and permissions. Effective user management is essential for maintaining security, privacy, and operational efficiency. Key aspects of user management include:

1. **User Account Creation:** The process of establishing user accounts for individuals or entities who require access to digital resources. This includes setting up usernames, passwords, and other relevant user information.
2. **Access Control:** Defining and assigning appropriate access rights and permissions to users based on their roles and responsibilities. Access control ensures that users can only access the information and functions necessary for their tasks.
3. **Authentication:** Verifying the identity of users before granting access. Common authentication methods include passwords, biometrics, and multi-factor authentication (MFA).
4. **Authorization:** Determining what actions and data a user is allowed to access or modify after authentication. Authorization often involves setting up user groups and assigning permissions accordingly.
5. **User Profile Management:** Managing user profiles and preferences, including personal information, contact details, and notification settings.
6. **Audit Trails:** Maintaining logs and records of user activities and changes made to user accounts for security and compliance purposes.
7. **Security Measures:** Implementing security measures like account lockouts, intrusion detection, and continuous monitoring to protect against unauthorized access and data breaches.

Effective user management is crucial for safeguarding sensitive data, maintaining regulatory compliance, and ensuring the efficient operation of an organization's digital systems. It plays a vital role in maintaining the integrity and security of an organization's information technology infrastructure.

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## 1.2 Design Workflow Module

The Design Workflow Module is a pivotal component of the solution. The module serves as the structured pathway through which design concepts evolve into tangible, refined outcomes. It plays a crucial role in enhancing creativity, facilitating collaboration, and ensuring efficient project execution.

workflow design involves creating a clear and organized sequence of actions to determine who will review the materials and authorize their progression.

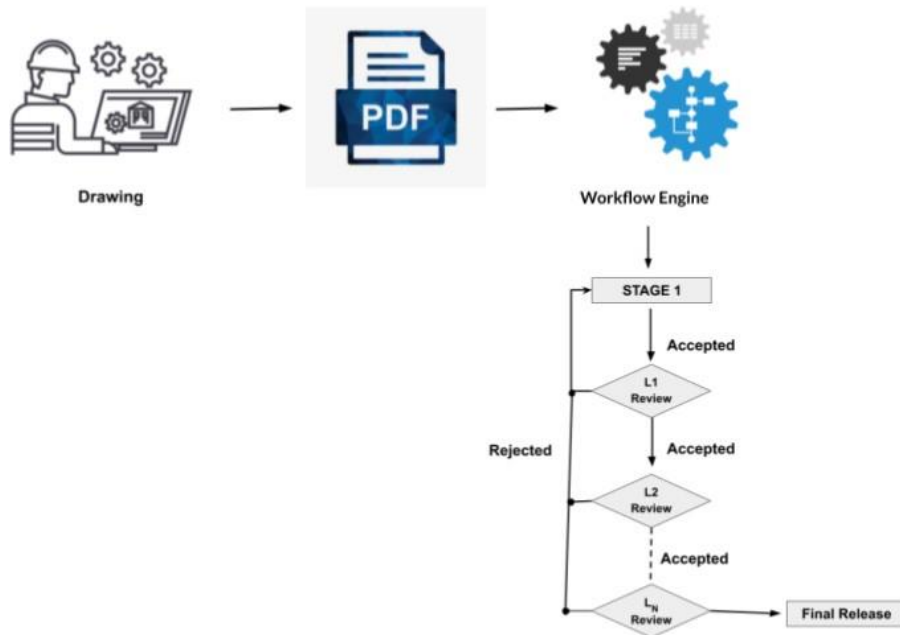
### 1.2.1 Users and Authorities:

- **Creators/Authors:** These are the individuals or teams responsible for generating the diagrams and documents. They initiate the process by creating and submitting the materials for review.
- **Reviewers:** Reviewers are individuals or groups tasked with evaluating the diagrams and documents. They may include subject matter experts, project managers, quality assurance teams, or other relevant stakeholders. Reviewers provide feedback and recommendations.
- **Approvers:** Approvers are typically senior individuals or authorities responsible for making the final decision on whether the diagrams and documents are acceptable for the next phase or for dissemination to a wider audience. Their approval signifies that the materials meet the required standards and are ready for the next step.

## 1.3 Reviewing and commenting

The reviewing and commenting process is a crucial step in the collaborative workflow, where individuals or teams systematically assess documents, designs, or other materials to provide feedback, suggestions, or corrections. This iterative process helps improve the quality, accuracy, and effectiveness of the work, fostering collaboration and ensuring that the final product meets the required standards and objectives.

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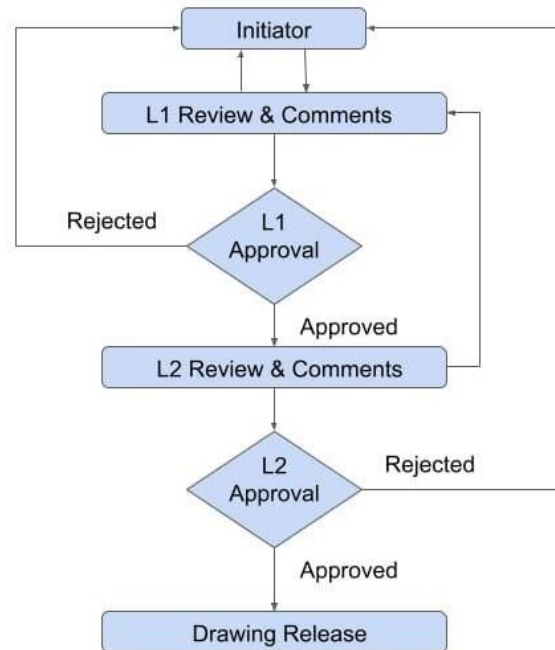
1.3.1 Fig: Reviewing Process

The image provided above illustrates and provides a visual representation of the comprehensive reviewing process in action. In this process, individuals or teams engage in a structured evaluation of documents, designs, or other materials, offering valuable feedback, suggestions, and revisions as part of a collaborative effort. This systematic approach plays a pivotal role in enhancing the quality, accuracy, and overall effectiveness of the work under consideration, ultimately contributing to the achievement of desired standards and project objectives.

#### A) Reviewing Process:

- **Submission:** Creators submit their diagrams and documents for review through the application.
- **Assignment:** The workflow assigns the materials to the appropriate reviewers based on predefined workflow. This ensures that reviewers review the content.
- **Review:** Reviewers assess the materials, providing comments, suggestions, or corrections as needed. This step may involve multiple iterations until the materials meet the required standards.
- **Consolidation:** If multiple reviewers are involved, their feedback is consolidated into a single document, making it easier for creators to address all comments.
- **Approval:** After reviewers are satisfied with the diagram, they are forwarded to approvers for the final decision.

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**B) Authorization for Next Officer:**

If the approver grants approval, the workflow triggers the transition of the reviewed and approved diagram to the next officer or phase of the project.

**C) Document Version Control:**

The workflow design will also incorporate version control mechanisms to track changes made during the review process. This ensures that the latest version of the diagrams and documents is always available.

**D) Notifications and Communication**

Automated notifications will be set up to inform relevant parties about the status of the review and approval process. This promotes transparency and ensures timely responses.

## 1.4 Reports and dashboard

The Reporting Module within our proposed diagram review system is a critical component designed to provide valuable insights, monitor progress, and ensure transparency throughout the review process. This module aims to enhance decision-making, accountability, and overall project efficiency.

Below, we outline the key features and functionalities of the Reporting Module:

**A) Real-time Progress Tracking:**

The Reporting Module offers real-time tracking of the review process. Stakeholders will have access to a dashboard that displays the current status of each diagram under review, including details such as reviewer comments, revision history, and pending actions. This

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allows for quick assessment and decision-making.

### **B) Comprehensive Review Analytics:**

Our module provides a robust set of analytics tools to evaluate the efficiency and effectiveness of the review process. Key performance indicators (KPIs), such as review cycle times, common feedback trends, and reviewer performance metrics, will be readily available for analysis.

### **C) Visual Representation:**

To enhance data interpretation, the Reporting Module incorporates visual representations such as charts and graphs. These visualizations simplify complex information, allowing stakeholders to quickly grasp trends, patterns, and areas requiring attention.

### **D) Notifications and Alerts:**

The module includes a notification system that keeps stakeholders informed about significant developments in the review process. Automated alerts can be configured to notify reviewers when new diagrams are assigned, notify project managers of delayed reviews, and more, facilitating timely action.

### **E) User-Friendly Interface:**

The Reporting Module boasts an intuitive and user-friendly interface, ensuring that stakeholders can navigate reports and analytics with ease. User training and support will be provided to maximize its utility.

## **System Architecture**

Given the specified requirements and the meticulously crafted system architecture, the following image serves as a visual representation, offering an illustrative depiction of the chosen deployment model. This image is designed to provide an accessible and informative visualization of how the system components are distributed and interact within the deployment framework.

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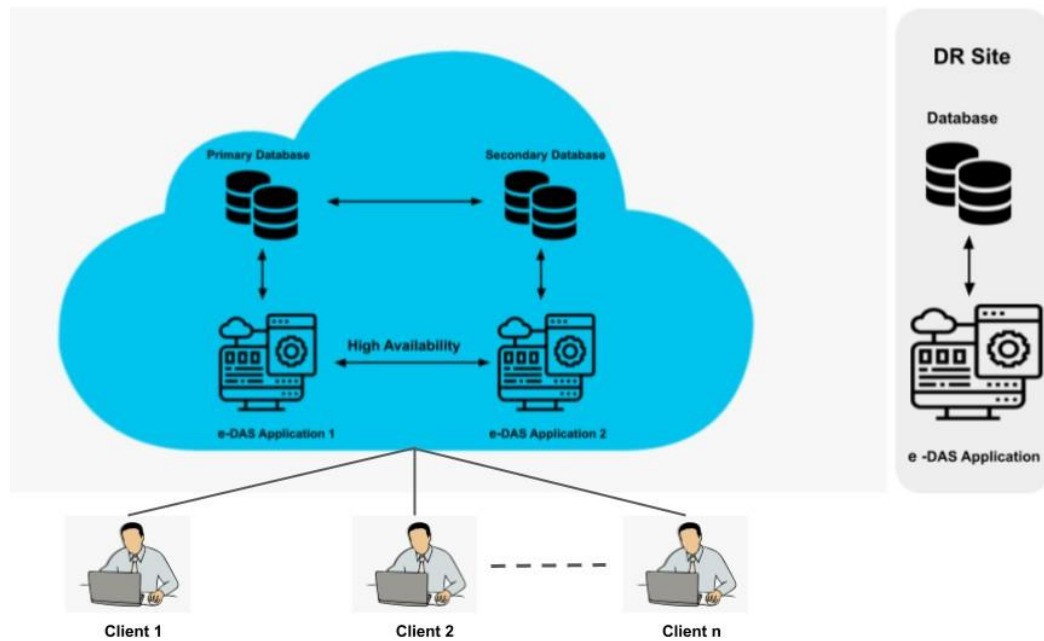


Fig: System Architecture

The solution will be a robust web application fortified with high availability capabilities and a centralized database infrastructure. This strategic approach is aimed at delivering an exceptional and uninterrupted user experience, where the application remains accessible and responsive at all times, while also centralizing data for efficiency and consistency.

**High Availability Web Application:** Our primary focus is to ensure that the web application exhibits high availability, meaning it remains consistently operational, even in the face of unexpected challenges such as hardware failures, network issues, or surges in user traffic. By implementing redundancy, failover mechanisms, and load balancing, we will create a resilient system that minimizes downtime and guarantees continuous service availability.

**Centralized Database Infrastructure:** The heart of our solution lies in the centralized database infrastructure. By consolidating data into a single, well-organized repository, we enhance data integrity, simplify data management, and enable seamless data access for users across the application. This centralized approach facilitates data consistency, improves security, and streamlines maintenance and backup processes.

#### 4 Cloud Infrastructure

RailTel will provide the cloud infrastructure to host the DAS application

#### 5 Hardware Specification.

The server hardware for deploying application servers will be provided by RailTel.

Following are the minimal hardware requirements for setting up the servers:

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**Application Node:**

RAM : Minimum 64 GB

Storage : 300 GB

CPU: 8

Number : 3

**Data Node:**

Storage: 1 TB

RAM : Minimum 32

GBCPU : 8

Numbers : 3

**Note :**

1. Onsite Support will commence from the date of Go-Live
2. One Manpower will be deputed for ONE year at RailTel towards support and training of DAS application. In case more manpower is required, the cost for the extra manpower will be calculated based on the unit price quoted.
3. The training will be conducted in the office/location where the support Engineer is stationed. If training needs to be conducted at other locations, the cost pertaining to travel, accommodation, food etc for the Support Engineer will be paid by RailTel at actuals.
4. The support engineer is entitled to 15 days of leave annually

**Terms of Service for Remote Support**

1. Remote technical support for Operation and Maintenance of the DAS application supplied by Vendor.
2. Remote Support will be provided on all working days (excl Saturday, Sunday and National Holidays) between 10 AM to 6 PM.
3. Railtel to provide the required onsite manpower and remote access of servers, logsets as and when required for remote support
4. Railtel is responsible for ensuring that valid backup of data and application has been made prior to any activities undertaken via the remote support
5. All support will be provided on a "best efforts" basis and some issues may not be solvable by remote because of inevitable dependencies and reliance on third party solutions.

**(End of Chapter 3B)**

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## CHAPTER 3(C)

### COMMERCIAL TERMS & CONDITIONS

#### 1. Offer letter and Validity of offer

- 1.1 The bidder shall complete the offer letter (Chapter 1) furnished in the tender documents, indicating the goods to be supplied, description of the goods, associated technical literature, quantity and prices etc.
- 1.2 The offer should remain valid for a minimum period from the date of opening of tender including the date of opening as indicated in Bid Data Sheet (BDS) Chapter 4.

#### 2. Earnest Money:

- 2.1 The tenderer shall submit Bid Security Declaration on letter head as per details given in Tender Notice.
- 2.2 Offers without Bid Security Declaration shall be summarily rejected.

#### 3. Evaluation Criteria:

The total all Inclusive prices given in Schedule of Requirement, will be criteria for deciding the inter-se-position and consideration of offers against the Schedule of Requirements.

#### 4. Warranty

The warranty would be valid for a period as indicated in Bid Data Sheet (BDS) Chapter 4. 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.

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 30 days, the Purchaser may proceed to do the work at the contractor's cost, but without prejudice to any other rights which the Purchaser may have against the contractor in respect of such defects.

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

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#### 4.1 Warranty Support

During the warranty/AMC period, the contractor shall remain responsible to arrange replacement/to make right any software issues within 7 days 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. In case contractor fails to replace any faulty part/rectify software within 7 days period, penalties will be imposed @ Rs.6000/day

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.

During the free warranty maintenance period, contractor should 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.

4.2 The total period of warranty will be as per BDS in Chapter-4.

#### 4.3 Delivery Period

The materials as per S.No 1 i.e Software Development of drawing Approval System & Management System is required to be delivered within 260 days as indicated in Bid data sheet to the site(s) mentioned in this tender document.

Training & Onsite support for 1 year from date of go live and further remote support for 2 years

##### Consignee Details /Delivery Location:

Material shall be delivered to RailTel. The quantity for packing list shall be issued along with Purchase Order. The supplier shall ship the material/software to respective consignee without any additional cost to RailTel.

SN	Region	Head Office	Address
1	South Central Railway	Secunderabad	RailTel Corporation of India, 2 <sup>nd</sup> Floor, Rail Nilayam, Secunderabad-500025

Time for and the Date of delivery as specified in tender schedule /offer form is the essence of the Contract. However extension of Delivery date may be considered in deserving cases where

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genuine reasons exist. Such extensions of delivery date may be considered with or without Liquidated damages and Denial Clause as per Standard conditions of Contract.

Recover from the Contractor as agreed liquidated damages and not by way of penalty a sum equivalent to half per cent of the price of any stores (including elements of taxes, duties, freight, etc.) which the Contractor has failed to deliver within the period fixed for delivery in the contract or as extended for each week or part of a week during which the delivery of such stores may be in arrears where delivery thereof is accepted after expiry of the aforesaid period **The upper limit for recovery of liquidated damages will be 10% (Ten Percent) of Total contract value provided in the contract**

## 5. Payment Terms

The payment schedule will be as below:

- 20 % on Signing of SRS Document
- 30 % on submission for UAT
- 30 % on signing of UAT
- 20 % on deployment of DAS

1. Specific Requirement of Software (SRS) will be finalized jointly between vendor, RailTel and South-Central Railway. After signing of the SRS document by all the three parties, 20% will be paid to VENDOR on receipt of payment from SCR.
2. User Acceptance Test (UAT) report will be submitted by VENDOR and it will be submitted to south central Railway after development of software. 30% will be paid to VENDOR on receipt of payment from SCR.
3. UAT will be scrutinized by South Central Railway and same will be finalized. After signing of the UAT, 30% will be paid to VENDOR on receipt of payment from SCR.
4. Subsequently, the new software will be deployed over IR. After acceptance of the deployment as certified by nodal zone SCR, 20% will be paid to VENDOR on receipt of payment from SCR

- 5.1 Payment of the value of the supply items of the PO 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:

- Tax Invoice in original.
- Delivery Challan
- QA/COQ
- Certificates duly signed by the firm certifying that code being delivered is free from any malware/spyware etc.
- E-Way Bill

## 6. Performance Bank Guarantee (Security Deposit)

- 6.1 The tenderer is required to submit a Performance (PBG) from a scheduled bank within 30 days of the issue of LOA/Purchase order @ 10% of the value of the LOA/PO (Incl. GST) for the satisfactory performance of materials covered in SOR given in Chapter 2 valid for a period of 3 months beyond warranty period, failing which a penal interest of 15% per annum shall be

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charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/Purchase Order till submission of PBG. The Performa for PBG is given in Chapter 5 Form No. 1. If the delivery period gets extended, the PBG should also be extended appropriately.

- 6.2 A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's bank through SFMS(MT 760) 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.

RailTel SR Bank details for PBG:

Name: RailTel Corporation of India

Account No:327301010373007

IFSC Code: UBIN0805050

Bank Name: Union Bank of India

Branch Address: Union Bank of India, RP Road Branch, Bungalow no 109, New no 1-7-252 to 254 Oxford Street, SD Raos, Near ParkLane, Center, Secunderabad-500003

- 6.3 The Security Deposit / Performance Bank guarantee will bear no interest.
- 6.4 Wherever the contracts are rescinded, the security deposit/PBG should be forfeited and the SD/Performance Bank Guarantee shall be en-cashed by RailTel.
- 6.5 The balance work shall be got done independently without risk and cost to the original contractor.
- 6.6 This PBG would be released after satisfactory completion of contract including warranty period.
- 6.7 Any performance security up to a value of Rs. 5 Lakhs is to be submitted through Demand Draft or Banker's Cheque only.

7. Deleted

## 8. Taxes & Duties

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.

- 8.1 Anti-Dumping duty if applicable on the equipment proposed to be supplied by OEM/Tenderer as per extant instructions of Ministry of Commerce/Finance Government of India, has to be borne by the tenderer and shall be deducted from the amount payable to the contractor at the time of making payment to the firm, if this duty amount is paid to Custom Authority by RailTel.
- 8.2 The imposition of any new and/or increase in the aforesaid taxes, duties levies is imposed by Statute, after the last stipulated date for the receipt of tender including extensions if any and the bidder thereupon 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 bidder 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 further tax or levy or cess, give a written

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notice thereof to RailTel that the same is given pursuant to this condition, together with all necessary information 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 local/state/Central Government authorities or to labourers as may be applicable.

- 8.3 After imposition of GST, bidder shall issue Tax invoice to RailTel for availing proper credit of CGST / SGST / IGST/ UTGST. GST will not be reimbursed in the absence of Tax Invoice.
- 8.4 In the event of decrease / relaxation and / or waiver of any of the existing / prevailing taxes), duties, levies, cess by Central / State Govt. Or any other statutory body(ies), after the last stipulated date for the receipt of tender including extension (if any), and the bidder thereupon has been paid or has raised claims of such taxes, duties, levies, cess; such sums shall be recovered / deducted (from claims raised but which has not been paid) effective from the date as reckoned in the relevant statutory order / law / ordnance etc. The bidder, shall, within a period of 30 days of any such waiver/relaxation/decrease in taxes), duties, levies, cess, give a written notice thereof to RailTel stating the statutory change with documentary proof thereto. Provided always that RailTel shall have full powers to effect recovery/deduction on account of any such statutory change even if bidder has not intimated in the event when any such statutory action comes to his notice.

## **9. Insurance**

- 9.1 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 delivery at RailTel's site. Insurance policy has to be kept valid by the contractor till the delivery date.
- 9.2 The Contractor should insure the stores brought to site, against risks as required under the Emergency Risk (Goods) Insurance Act in force from time to time up to contract value.
- 9.3 It may be noted that the beneficiary of the insurance policy should be RailTel or the policies should be pledged in favor of RailTel. The contractor shall keep the policy/policies current till the Cards/Modules 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.

## **10 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 LOA/Purchase order 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.

## **11 Transportation**

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

## **12 Statutory Deduction**

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

- 13** Indian Subsidiary or the authorized partner of OEM is allowed to participate with specific authorization for doing so from the OEM. The specific authorization from OEM, addressed to RailTel should be submitted by the tenderer

## **14 System Performance Guarantee**

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.

- 14.1** This certificate in the Proforma given in Chapter 5 Form No. 2, shall accompany the final offer. Absence of this certificate which will form part of the agreement shall disqualify the tenderer automatically.

## **15 Evaluation of Offer**

- 15.1** For the purpose of relative ranking of offer, all-inclusive value for entire supply shall be taken into consideration.
- 15.2** 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.
- 15.3** The tenderer should make available the offered products, if desired during technical evaluation of offered equipment for testing and benchmarking at any testing facility approved by RailTel.
- 15.4.** 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. Optional items will not be considered for evaluation of offers. The equipment should be supplied as per Technical Specifications given in Chapter-3(B).

## **16 Security Considerations & Security Agreement**

While evaluating the tender, regards would be paid to National Defence and Security considerations.

## **17 Purchaser's Right to Vary Quantities**

- 17.1** 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 4 without assigning any reasons. The bidder shall comply with such modifications unconditionally provided these are made before

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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.

## **18 Purchaser's Right to accept any offer / Bid and to reject any or all offer/ Bid**

- 18.1 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.

## **19 Execution of Purchase Order /LOA**

- 19.1 The quantities of items indicated in the schedule of Requirements, are indicative. Purchaser will issue an LOA/Purchase Order to the successful bidder for the quantities indicated in Schedule of Requirements. The supplier will have to honour all the SPOs/POs issued and complete the supplies within the contracted delivery period.
- 19.2 The issue of LOA/Purchase Order in favour of the successful bidder shall constitute the intention of the purchaser to enter into contract with the bidder.
- 19.3 The successful bidder has to submit the signed copy of the LOA/Purchase order within 15 days from the date of issue duly signed on each page including Annexures as a token of acceptance
- 19.4 If the successful bidder fails to submit the accepted copy of LOA/PO within 30 days from the date of issue, it shall constitute a breach of the agreement affected by the acceptance of the tender.
- 19.5 In the event of any tenderer whose tender is accepted and refuses to execute the LOA/PO as herein before provided, RailTel may determine that such tenderer has abandoned the Purchase Order and thereupon his tender and acceptance thereof shall be treated as cancelled.

## **20 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 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.

## **21. Offer/ Bid Prices**

- 21.1 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.

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 in the SOR Chapter 2. Any changes in statutory duties/taxes after opening of technical bid will be to RailTel's account within the contracted delivery period.

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21.2 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.

**22 Deleted**

**23 Clause wise Compliance**

Clause wise compliance statement of all the terms & conditions of tender document, including addenda/corrigenda, if any shall be enclosed with the offer along with the technical literature of the material and other documents in support of relevant clauses.

**24 Deleted**

**25 Force Majeure**

25.1 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.

- a. 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.

**26 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 endeavor 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.

26.1 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.

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- 26.2 The arbitration shall be conducted by a sole arbitrator appointed by CMD/RailTel.
- 26.3 The arbitration proceedings shall be conducted in the English language.
- 26.4 The decision of the arbitrator thereon shall be final, conclusive and binding on both the parties to the Agreement.
- 26.5 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.

## **27 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.

## **28 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 deliver any or all of the goods/software 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.

## **29 Risk & Cost**

If the contractor fails to deliver the Cards/Modules/software or honour the contractual commitment within the period fixed for such delivery in the contract, the Purchaser may terminate the Purchase order/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. The failed tenderer shall not be permitted to take part in the tender for balance work.

### **29.1 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.

## **30 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.

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**31. 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.

**32. Constitution of Firm and power of Attorney**

Any individual(s) signing the ST or other documents connected therewith should specify whether he is signing:

As sole proprietor of the concern or as attorney of the sole Proprietor.

As a partner or partners of the firm

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.

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 ST and all other connected documents.

RailTel will not be bound by Power of Attorney granted by the bidder or by the changes in the composition of the firm made subsequent to the execution of the contract agreement.

**33 TENDERING INSTRUCTIONS:**

For bids/information by bidder is to be submitted through e-NIVIDA for upgradation and implementation of e-DAS

The bid shall consist of the following: -

- 1) Offer Letter complete.
- 2) Signed Copy of Tender Document/ Corrigenda
- 3) **An Affidavit on letter head of vendor/power of attorney** need to be submitted for fulfillment of Clause-32, Chapter-3(C)- Constitution of firm and power of attorney.
- 4) 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.,
- 5) **System Performance Guarantee on the letter head of bidder** (form no. 2, chapter 5).
- 6) Schedule of Requirements with quantities and prices duly filled and detailed Bill of Material including break up costs of common units/cards/backplane/Fan Tray unit etc. for building up the SOR items for supply.
- 7) Clause wise compliance to tender conditions.
- 9) Any Other information desired to be submitted by the tenderer.

**34. Opening of Tender**

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Tenderer's Bid will be opened on specified date & time as mentioned in BDS Chapter 4 of the tender in RailTel office.

**35. Non-Transferability & Non-Refundability**

The tender documents are not transferable.

**36. Errors, Omissions & Discrepancies**

The Contractor(s) shall not take any advantage of any misinterpretation 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.

(End of chapter 3C)

Signature and stamp of the tenderer

**CHAPTER- 4****BID DATA SHEET (BDS)**

<b>Clause</b>	<b>Description</b>
Clause 1.2 Chapter – 3(C)	<b>Validity of offer</b> 20 days.
Clause 4.3 Chapter - 3(C)	<b>Delivery Period</b> 1. Within 260 days from the date of issue of LOA/PO 2. Training & on site support for one year from go-live date of software 3. Remote support for two years beyond onsite support
Clause 4 Chapter - 3(C)	<b>Warranty</b> 36 months from the date of Final Acceptance of developed software date( Go-Live date)
Clause 6 Chapter - 3(C)	<b>Performance Guarantee (Security Deposit)</b> Performance Bank Guarantee of 10% of total value of the LOA is required to be submitted within 30 days of issue of LOA. Validity of this PG shall be 48 months from the date of issue of LOA to cover Delivery Period and Warranty Period.
Clause 17 Chapter - 3(C)	<b>Purchaser's Right to Vary Quantities</b> RailTel may place order for additional quantity up to 125% of the order quantity if required, with the same rate terms and conditions. The variation of quantity from 125% to 140% will be with 2% rebate, the variation of quantity from above 140% to 150% will be 4% rebate and beyond 150% after negotiation by a committee
Clause 2 Chapter - 3(C)	<b>Bid Security Declaration in lieu of EMD</b>
Tender Notice	<p><b>Bid/Offer Submission start date:</b> Date: 21-03-2024                      Time: 15:30 hours</p> <p><b>Last date of submission of offer (Online)</b> Date: 28-03-2024                      Time: 15:00 hours</p> <p><b>Date of Opening of Tender (Online)</b> Date: 28-03-2024                      Time: 15:30 hours</p> <p><b>Venue: RAILTEL CORPORATION OF INDIA LIMITED, 1-10-39 to 44, 6A, 6th Floor, Begumpet Airport Road, Opp. Shoppers Stop, BEGUMPET, HYDERABAD- 500 016, Telangana.</b></p>

**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 4)**

Signature and stamp of the tenderer

**CHAPTER- 5****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, 1-10-39 to 44, 6A, 6th floor, Gumidelli Towers, Begumpet Airport Road, Begumpet, Hyderabad – 500016. (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.

Signature and stamp of the tenderer

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 , 2024**

for .....  
(indicate the name of the Bank)

- Witness**
- 1. Signature  
Name
- 2. Signature  
Name

Signature and stamp of the tenderer

**PROFORMA FOR THE SYSTEM PERFORMANCE GUARANTEE**  
(On VENDOR Letter Head)

To the ED/SR,  
RailTel Corporation of India Limited.

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. ....

Signature and stamp of the tenderer

**PROFORMA FOR BID SECURITY DECLARATION****Format for Bid Security Declaration****(On non-judicial stamp paper of Rs. 100/-)**

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 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

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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

<b>SN</b>	<b>Item/Clause of Tender Document</b>	<b>Details/Remarks</b>
<b>1</b>	Duly Stamped and Signed/ digitally signed Tender Document / Corrigenda / Addenda	
<b>2</b>	Offer Letter duly signed by authorized signatory (Chapter -1 of Tender Document)	
<b>3</b>	An Affidavit on letter head of vendor/power of attorney (Clause 32, Chapter 3(C) of Tender Document)	
<b>4</b>	Clause wise compliance (Clause 23, chapter 3(C))	
<b>5</b>	Schedule of Requirements (with Price) (Chapter 2)	
<b>6</b>	System Performance Guarantee (Clause 14, Chapter 3(C))	
<b>7</b>	Bid Security Declaration (Clause 2, Chapter 3(C))	
<b>8</b>	Any other document asked in the tender but not listed above	

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**Annexure-III****Circular relating to bidders from countries sharing a land border with India**

- 5.1.5.1.1.1 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)].
- 5.1.5.1.1.2 "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.
- 5.1.5.1.1.3 "Bidder from a country which shares a land border with India" for the purpose of this Order means: -
- a. An entity incorporated, established or registered in such a country; or
  - b. A subsidiary of an entity incorporated, established or registered in such a country; or
  - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
  - d. An entity whose beneficial owner is situated in such a country; or
  - e. An Indian (or other) agent of such an entity; or
  - f. A natural person who is a citizen of such a country; or
  - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
- 5.1.5.1.1.4 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 share holders 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

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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.

5.1.5.1.1.5 An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

5.1.5.1.1.6 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.]"

Signature and stamp of the tenderer