



Expression of Interest Document For Empanelment of Business Partners

EOI No: RailTel/EOI/EB/2023-24/Business Associates /481

RAILTEL CORPORATION OF INDIA LTD.
(A Govt. of India Enterprise)
Plate -A, 6th Floor, Office Block Tower -2,
East Kidwai Nagar New Delhi-110023



NOTICE

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

EOI No: RailTel/EOI/EB/2023-24/Business Associates /481

RailTel Corporation of India Ltd., (hereafter referred to as RailTel) invites EOIs from reputed firms, for Empanelment of Business Partners. The details are as under:

1	Application Submission	Application consisting of all documents as per the requirement of EOI should be submitted at baapplications@railtelindia.com												
2	Empanelment Fees (Including GST)	<p>The Non refundable EOI empanelment fees is as under: 1) For Established Firms: Rs 2,00,000/- (Rs TwoLakh Only) 2) For Start-Up Firms: Rs 40000 /- (Rs Forty thousand Only) - 3) For Proprietary Firms: Rs 2,00,000/- (Rs TwoLakh Only)</p> <p>Bank Details for the remittance of Fee is as under</p> <table border="1"><thead><tr><th>Account Name</th><th>Nature of A/c</th><th>Bank</th><th>Branch Name</th><th>Account No.</th><th>IFSC</th></tr></thead><tbody><tr><td>RailTel CO Collection Account</td><td>Collection</td><td>UBI</td><td>Yusuf Sarai, New Delhi</td><td>340601010050446</td><td>UBIN0534064</td></tr></tbody></table> <p>*Fee is to be paid through RTGS and along with application receipt/UTR details have to be enclosed i.e. UTR No., Name of BA Applicant, Date, Bank name, Branch, Name, IFSC Code.</p> <p>*Empanelment fee is non-refundable.</p>	Account Name	Nature of A/c	Bank	Branch Name	Account No.	IFSC	RailTel CO Collection Account	Collection	UBI	Yusuf Sarai, New Delhi	340601010050446	UBIN0534064
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RailTel CO Collection Account	Collection	UBI	Yusuf Sarai, New Delhi	340601010050446	UBIN0534064									

1. This EOI supersedes all the previous EOIs released for the empanelment of Business partners.
2. Applications and all queries/communications in the connection with this EOI shall only be sent at baapplications@railtelindia.com.
3. For any information/clarifications following officials may be contacted:

Level 1: Application Process and Documentation related matters

Mr. Rajat Chahar

Designation: Marketing Executive/RCIL

Contact No: +91 7302880054

Level 2: Scrutiny and compliance related matters

Mr. Sumit Srivastava

Designation: AGM/Tech.

Contact No: +91 7300073520

Level 2: Queries related with financial compliance

Mrs. Chandni Garg

Designation: CM/Fin.

Contact No: +91 9717644489

1) Part 1- RailTel - Introduction

RailTel is an information and communications technology (“ICT”) infrastructure provider and are one of the largest neutral telecom players in India. We are a Mini Ratna (Category-I) Central Public Sector Enterprise, wholly-owned by the Government of India and under the administrative control of the Ministry of Railways. RailTel was incorporated on September 26, 2000 with the aim of modernizing the existing telecom system for train control, operation and safety and to generate additional revenues by creating nationwide broadband and multimedia network by laying optical fiber cable by using the right of way along railway tracks.

As on date, RailTel’s optic fiber network covers over 61000 route kilometers and covers over 6108 railways stations across towns and cities in India. The transport network is built on high-capacity dense wavelength division multiplexing (“DWDM”) technology and an Internet protocol/ multi- protocol label switching (“MPLS”) network over it to support mission critical communication requirements of Indian Railways and other customers.

RailTel do have Data centers in Gurgaon/Haryana and Secunderabad/Telangana to host and collocate critical applications for customers including the Indian Railways. In addition to strategic and critical network infrastructure services, we also undertake various ICT projects for the Indian Railways, central government and state governments, including various signaling projects for Indian Railways.

RailTel offer a diverse range of services across industries. Our portfolio of services can be broadly classified as below:

Telecom Network Services

National Long Distance (“NLD”) Services: We provide digital capacity to carry long distance telecommunication services and includes various tele-services including voice, data, fax, text, video and multimedia. As part of our NLD services, we offer our enterprise customers with: (i) leased line services; and (ii) MPLS based virtual private network (“VPN”) facilities.

Internet Service Provider (“ISP”) Services: As part of our ISP services, we offer enterprise customers Internet leased line services with multiple bandwidth options ranging from 2 MBPS and above across India. We also offer retail broadband services through our ‘RailWire’ platform.

Telecom Infrastructure Services

Passive Infrastructure (“IP-1”) Services: We provide storage, power, cooling, and physical security for servers and networking equipment of our customers and connect them with a variety of telecommunications and network service providers. In addition, we provide space on microwave towers for collocating base transceiver stations (“BTS”) for telecom operators, small cell sites for extending their mobile coverage and space for collocating mobile switching centers. We also provide single core dark fiber for transmission of digital video signals to

multiple system operators (“MSOs”) for cable distribution.

Managed Data Center and Hosting Services

Data Centre and Managed Hosting Services: We offer a variety of data centre services including Infrastructure as a Service (“IaaS”), dedicated hosting, managed services, cloud computing, managed e-office services, disaster recovery services, Aadhar authentication services and other IT related services such as load balancing services, application hosting, bandwidth services and advanced firewall services.

Telepresence Services (“**TPaaS**”): We offer [end-to-end], high-definition, secure, hosted multitenant video conferencing facility bundled with required bandwidth as a service.

Security Operations Centre as a Services (“**SOCaaS**”):

RailTel SOC provides centralized and consolidated cybersecurity incident prevention, security event monitoring, detection and response capabilities, and supports other business unit requirements.

RailTel SOC has the following capabilities:

1. Security event monitoring, detection, investigation and alert triaging.
2. Security incident response management, including malware analysis and forensic analysis.
3. Threat intelligence management.
4. Security device management maintenance.
5. Threat and vulnerability management.
6. Security training.
7. Compliance reporting/management.

SIEM solution is the core of the RailTel SOC technology stack. Other solutions that are part of the stack includes Endpoint detection and response which provides host level telemetry for both near real time as well as forensic investigation, network traffic analysis used to investigate alerts and obtain additional context about suspicious activity in the network, packet capture for forensics, sandbox for malware analytics, vulnerability assessment tools, web application and network firewalls, auto ticketing tool. RailTel also has qualified manpower that runs SOC. RailTel can provide both offsite and onsite security solution specially for government organizations that cannot send data offsite due to compliance purposes.

Projects (System Integration Services)

ICT Hardware, Software and Service System Integration Projects: We collaborate with empaneled partners and OEMs to undertake ICT hardware implementation, software delivery and digital transformation projects including creation of state wide area network (“**WAN**”) and its maintenance, data center and facility management services, Wi-Fi projects, city surveillance projects, ‘Smart City’ projects, laying of state wide fiber optic network and its maintenance, implementation and maintenance of end-to-end IT applications of enterprises.

Digital Services: We also collaborate with empaneled partners who offer solutions/ applications that are hosted on our data centers, we offer digital services including unified communications, Wi-Fi as a service, e-tendering/ e-auction/ smart payments and disaster management services.

Other Services: Other services offered by us include consultancy services for ICT services and solutions and signaling services including signal design and design automation software tools for the Indian Railways.

Our operations are certified with various certifications including ISO 9001:2015, ISO/IEC 27017:2015, ISO/IEC 27018:2019, ISO/IEC 20000-1:2011, ISO/IEC 27001:2013 and CMMI Maturity Level-4 for our quality management systems, information security management systems, and service management systems, respectively.

2) Part 2 - Scope/Intent of EOI and Eligibility Criteria

2.1 Scope/Intent:

- 2.1.1 RailTel aggressively entering into Project Business and intending to expand its market share into various technology offerings such as Telepresence, Maintenance of SWAN, Cloud services, Content Delivery Platforms, Storage and Server, Telecom Networking, Data Center, Transmission Network, Data Network, Wi-Fi Business, Network Solution, System Integration, IoT, AI, ML, etc. thereby building up its formidable presence in the telecom and IT industry, in order to fulfill its objective of multi-fold growth in its turnover and profitability. In line with RailTel through this EOI desires to empanel business partners/business associates who can serve as growth engine for RailTel and can generate more and more business and provide Business Solutions to RailTel's Customers.
- 2.1.2 The purpose and intent of this EOI is only to empanel the business partners (in line with eligibility stipulated in this EOI) who can be associated with RailTel to support/participate/acquire business/opportunities from end customers across industry in various fields. However, final selection of any partner (Out of empaneled partners) for fulfilling the customer's requirement will be done through separate EOI process based on the customer's requirement and eligibility. To get the information related to EOIs for customer requirement it is suggested and advised that RailTel website i.e. www.railtelindia.com may please be seen on daily basis and any miss on this account will be the sole responsibility of Partner.
- 2.1.3 RailTel does not ensure confirmed business during validity of empanelment.
- 2.1.4 The empaneled partners shall abide by all terms and conditions for the complete period of empanelment.
- 2.1.5 The empaneled partners shall inform RailTel proactively if any opportunities are identified for bidding.
- 2.1.6 The applicants, after submitting the response to this EOI, agree with RailTel for honoring all aspects of fair-trade practices.
- 2.1.7 The applicants shall bear all cost associated with the preparation and submission of the response to this EOI.
- 2.1.8 RailTel reserves the right to accept or reject any/or all application(s) without assigning any reason whatsoever. RailTel's decision in this regard shall be binding and final.

2.2 Eligibility Criteria and Documents Submission.:

- 2.2.1 **Who can Apply:** Any Firm (Limited/Pvt. Limited/LLP/Startup/Proprietary)
- 2.2.2 **Incorporation:** Incorporation/Registration date should be **at least 6 months** old as on date of submission of Application.
- 2.2.3 **Credential Usage:** The applicants may use the credentials of their Parent Company/ Holding/ Subsidiary Company for the establishment of Qualification criteria stipulated in this EOI. However, in this case undertaking as per Format given in Annexure-7 will have to be submitted along with the application.

2.2.4 Documents Required:

- i) Covering Letter (As per Format given in Annexure-1)
- ii) Empanelment Fee (As per details given in Notice).
- iii) Supplier and Customer Form (As per Format given in Annexure-2 a and 2b)- Also the excel file of filled Supplier and Customer form and copy of cancelled cheque should be provided by the applicant.
- iv) Power of Attorney-(As per Format given in Annexure-3)
- v) Backlisting Certificate (As per Format given in Annexure-4)

- vi) CA Certificate (As per Format given in Annexure-5) with valid UDIN.
- vii) HR Certificate (As per Format given in Annexure-6)
- viii) Annexure-7 in case using the credentials of Parent/Subsidiary/Holding Company

Note:

- i) All above documents (Single PDF consisting all credentials/documents as per EOI, Excel sheet for Supplier and customer form, payment details) should be sent at baapplications@railtelindia.com
- ii) Proprietary Firms's applications will only be entertained and considered only if supported with the special recommendations of RailTel's Regional Heads/Minium GM level officer of RailTel's Corporate office based on business opportunities on case to case basis. The eligibility conditions stipulated for established firms shall be applied for Proprietary Firms.

2.3 Period of Empanelment

2.3.1 Validity period of Empanelment will be 3 years from the date of issuance of LOE (Letter of empanelment)

2.3.2 The Empanelment shall stand terminated/cancelled on the date of its expiry. After expiry of the LOE, Partner intending for extension shall re-apply afresh as per latest EOI available on RailTel's website i.e. www.railtelindia.com at that time.

2.4 Performance: RailTel may review the performances of the Empaneled Partners on Quarterly/Half-yearly/Yearly basis taking into account the market potential and development. However, RailTel reserves the right to terminate the empanelment any time.

2.5 EOI Empanelment Fee: EOI Empanelment fee is non-refundable. However, if firm application not converted into "Empanelment" due to any reason whatsoever then their Empanelment fee will be refunded.

2.6 False Information/Documents: It is to be noted that this empanelment will be done based on the documents/information submitted by you against the required conditions, however during the currency of empanelment if any information/documents as submitted by you found to be incorrect/false then empanelment will gets cancelled and Empanelment fee will not be refunded.

2.7 The Applicant has to submit the information/document as per the requirement stipulated in this document , No other documents should be enclosed along with the applications. However for any clarification/s, RailTel may ask additional documents/Information if required.

2.8 **Exception Clause**-RailTel based on case-to-case basis can relax the credentials in view of

potential business Opportunity with the approval of competent authority (i.e. Director/RailTel). It is also stated that we RailTel will work with the list of empaneled partners depending upon business strategy or opportunity available in the market or social impact RailTel may choose to work with Business partners out of turn.

- 2.9 Confidentiality-The empaneled Business Partner and their personnel will not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or business or operations of RailTel or its clients without the prior written consent of RailTel.

Annexure-1: COVERING LETTER
(On Applicant letter head)

Offer Reference No: RailTel/EOI/EB/2023-24/Business Associates/481

To,
Eol In charge, RailTel
RailTel's Postal address,

Dear Sir,

Sub: Empanelment of Business Partner

Having examined Eol document bearing the reference number RailTel/EOI/EB/2023-24/Business Associates/481 released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to empanel our organization as a Business Partner in conformity with the said Eol.

If our Eol Response is accepted, we undertake to abide by all the terms and conditions mentioned in the said Eol during the period of empanelment.

We have enclosed a UTR number of online transaction in RailTel bank account for EOI non-refundable Empanelment Fee as per Notice and clause 4.3 (Part-4) in favor of RailTel Corporation of India Ltd.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said EOI, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EOI is liable to be rejected.

Date:

Signature with seal -

Name: _____

Designation: _____

Annexure- 2(a)-Supplier Form

Sub: Supplier Form

Ref: RailTel/EOI/EB/2023-24/Business Associates/481

S.No.	Parameter	Information
1	Region/OU	
2	Supplier Name	
3	Site Name (Mention Opex)"	To be filled as "OPEX"
4	Address Line1	
5	Address Line2	
6	City	
7	State	
8	Pin Code	
9	Contact Person Name 1	
10	Contact Person Name 2	
11	Contact Person Phone Number 1	
12	Contact Person Phone Number 2	
13	Contact Person E-mail 1	
14	Contact Person E-mail 2	
15	Bank Name	
16	Branch Name	
17	IFSC Code	
18	Account Number	
19	PAN Number	
20	TDS Supplier Type (Company OR Non-Company)	
21	GST Number	
22	TAN Number	

Annexure- 2(b): -Customer Form

Sub: Customer Form

Ref: RailTel/EOI/EB/2023-24/Business Associates/481

Region/OU (Mandatory)	
Customer Name (Mandatory)	
Customer Number (Mandatory for new site)	
Customer Type (Mandatory)	
Address Line1 (Mandatory)	
Address Line2 (Mandatory)	
Address Line2 (Mandatory)	
City	
State (Mandatory)	
Pin Code(Mandatory)	
Contact Name (Mandatory)	
Mobile (Only One Value in Colum) (Mandatory)	
Email (Only One Value in Colum) (Mandatory)	
TAN Number (Mandatory)	
GSTN Number (Mandatory)	

Annexure-3: Power of Attorney

(Power of Attorney according as per following format on Rs. 100 stamp paper Non Judiciary by Govt of India)

I, _____ Name of the Person _____, (designation), _____ of _____ Firm Name _____, a company incorporated under the Companies Act, 1956 and having its registered office at _____ Firm Address _____, do hereby irrevocably constitute, nominate, appoint, and authorize _____ Authorized Signatory Name _____, who is presently employed with us and holding the position of _____ (Designation of Authorized Signatory) _____, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds, and things that are necessary or required in connection with or incidental to submission of our bid (in response to EOI No. RailTel/EOI/EB/2023-24/Business Associates/481 including but not limited to signing and submission of all applications, bids, and other documents and writings, participate in bidders' and other conferences and providing information/responses to any State /Central Government/PSUs/Autonomous Body, representing us in all matters before, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with any State /Central Government/PSUs/Autonomous Body in all matters in connection with or relating to arising out of our bid for the said Project and/or upon award thereof to us and/or till the entering into of the Agreement.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds, and things lawfully done or caused to be done by our said Attorney pursuant to and in the exercise of the powers conferred by this Power of Attorney and that all acts, deeds, and things done by our said Attorney in the exercise of the powers hereby conferred shall and shall always be deemed to have been done by us

Sign and designation of authorizing signatory along with stamp of company

I Accept

Sign and designation of POA signatory along with stamp of company

Note: (The applicants should ensure that the Power of Attorney date should be prior to the date of the other annexures/declarations/cover letter etc. related to subject EoI document)

Annexure-4 (Declaration on Non-Black Listing)

Sub: Non-Black Listing Certificate

Ref: RailTel/EOI/EB/2023-24/Business Associates/481

(To be on company letter head)

Offer Reference No: RailTel/EOI/EB/2023-24/Business Associates/481

EoI In charge, RailTel

RailTel Postal Address: xxx

Sub: Declaration on Non-Black Listing

Dear Sir,

I/We, _____ have not been blacklisted by any of the Government Entities, Central Govt and State Govt PSUs for the past 3 years as on date of submission of application.

Date:

Signature with seal:

Name:

Designation:

**Annexure-5 (Format of Information to be filled in CA Certificate)
(CA Certificate should have valid UDIN)**

Sub: CA Certificate

Ref: RailTel EOI No RailTel/EOI/EB/2023-24/Business Associates/481

S.No	Particulars	Compliance
1	Name of the Firm (Full Name)	
2	Firm Type (Limited/Pvt Limited/LLP/Startup/Proprietary)	
3	Incorporation Details (The applicant should have incorporated in India for at least 6 months as on date of application submission)	Certificate No: Date of Incorporation: Issuing Date of Certificate: Validity of Certificate:
4	PAN Card	PAN No.- Issue Date -
5	GST	GST Registration No. – Issue Date -
6	Cumulative Turnover: a) For Established Firm: Cumulative turnover for the last five financial years should be more than or Equal to Rs. 7.5 Cr. b) For Startup: Exempted.	“Cumulative turnover” of _____(BA Applicant Name) for the <i>last five financial years is Rs _____/-</i> Further It is certified that ____ (BA Applicant Name) is meeting the minimum eligibility criteria of “Cumulative turnover” for the <i>last five financial years.</i>
7	Networth The applicant must have positive net worth in the Previous FY	It is certified that ____ (BA Applicant Name) is <i>having positive networth</i> in the Previous FY

Name of CA
Sign and Stamp of CA
UDIN No

Name of Firm’s Authority as per POA
Sign and Stamp

Annexure-6 (Format of Information to be filled in HR certificate)

Sub: HR Certificate

Ref: RailTel EOI No. RailTel/EOI/EB/2023-24/Business Associates/481

S.No.	Particulars	Compliance
1	Employee Strength	In India: Outside India:
2	Profile Information as below	
	Address of the HQ	
	Owner/CMD of the company	
	SPOC Details: Name – Designation – Email ID – Mobile No. –	
	Bank Details: Bank – Account No. – IFSC –	
	Number of offices	In India: Outside India:
	Number of Industry Certified Professional employed in the Organisations (If Any) CCNA - PMP - JAVA - Cloud – Other-	CCNA - PMP - JAVA - Cloud – Other-
	Number of Organizational Level Certifications Held ISO, CMM etc. (If Any)	Name of certificate Validity of certificate: (Details of all certification held should be mentioned in above manner)

Name of HR Head
Sign and Stamp of HR Head

Name of Firm's Authority as per POA
Sign and Stamp

Annexure-7

Sub: Declaration for using the Credential of Parent/Subsidiary/Holding Company

Ref: RailTel EOI No. RailTel/EOI/EB/2023-24/Business Associates/481

(To be on Parent/Subsidiary/Holding Company letter head)

Offer Reference No: RailTel/EOI/EB/2023-24/Business Associates/481

EoI In charge, RailTel

RailTel Postal Address: xxx

Sub: Declaration for using the credential

Dear Sir,

We hereby certify that we are the Parent/Subsidiary/Holding Company of M/s _____
_____ (BA Applicant Name) and we hereby authorize and give our consent that M/s
_____ (BA Applicant Name) can use our credentials for the establishment of
qualification criteria stipulated in the subject EOI RailTel/EOI/EB/2023-24/Business Associates/481.

Date:

Parent/Subsidiary/Holding Company Signature
with seal: