

**RAILTEL ENTERPRISES LTD.**  
**(A fully owned subsidiary company of RailTel Corporation of India Limited)**

**Corp. off: Plot No 143, Sector 44, Institutional Area,  
Opposite Gold Souk Mall,  
Gurgaon, Haryana 122003**

**Regd. Off: 6thFloor, IIIrd Block, Delhi Technology Park,  
Shastri Park, Delhi-110053**

**Selection of Partner(s)**

**For**

**Hiring of Agency for providing IT Services for REL Customer**

**EOI No: REL/EOI/CO/DNM/2018-19/IT services to REL customer/08 dated  
05.03.2019**

**रेलटेल  
RAILTEL**

## **NOTICE**

### **RailTel Enterprises Limited**

Plot No.-143, Sector44,  
Institutional Area, Opposite  
Gold Souk Mall, Gurgaon,  
Haryana-122003

**Notice No:** EOI No: REL/EOI/CO/DNM/2018-19/IT services to REL customer/08 dated 05.03.2019

RailTel Enterprises Ltd.(here after referred to as RailTel) invites EOIs from “RailTel’s Empaneled Partners for the selection of suitable agency for providing IT services to REL Customer.

The details are as under:

1	Last date for submission of EOIs by bidders	12.03.2019 before 15:00Hrs.
2	Opening of bidder EOIs	12.03.2019 15:30 Hrs.
3	Number of copies to be submitted for scope of work	One
4	EMD	Rs. 5 lakh
5	Tender Cost	1,770/- ( Incl. GST)

DD for EMD and Tender cost should be in the favor of RailTel Enterprises Limited payable at Gurugram. Prospective bidders are required to direct all communications related to this Invitation for EOI document, through the following Nominated Point of Contact persons:

Contact: Naresh Kumar  
Position: Asst. GM/IT  
Email:naresh.kumar@railtelindia.com  
Telephone: +91124 2714000  
Mobile:+91 9717644088

- NOTE:**
- (i) All firms are required to submit hard copy and soft copy of their EOI submissions, duly signed by Authorized Signatories with Company seal and stamp.**
  - (ii) Eligible MSMEs are exempted from cost of EOI Documents and EMD, more details are given in clause 10.7 of EOI Document.**
  - (iii) Only RailTel Empanelled Partners (Software Category) are eligible for participating in EOI process.**

## **1. RailTel Enterprises Limited–Introduction**

RailTel Enterprises Limited” (REL) is a wholly owned subsidiary Company of RailTel Corporation of India Limited- a "Mini Ratna (Category-I)" PSU Keeping in view the expanding activities in project execution works for telecom and signaling, RailTel incorporated a wholly owned subsidiary Company in August, 2014 by the name “RailTel Enterprises Limited” (REL).

In line with the future business plan of RailTel it was felt to diversify into ICT project segment as a System Integrator. Hence, to have clear focus on project execution works, REL has been setup. Also this shall help RailTel make a clear distinction between RailTel’s existing core activities viz-a-viz project works ensuring resource and accountable separation thereby making REL as a separate profit centre. This would also facilitate the Company in proper and suitably reflecting the operational results in a more transparent manner and activity wise.

The aim is to exploit the capabilities and experience gained by RailTel from execution of number of small to large national level projects like National Knowledge Network (NKN), National Optical Fibre Network (NOFN), NE-I & NE-II projects under USOF, and various projects for many other Govt and private agencies. In recent years, RailTel has been expanding its portfolio of services in the areas of Data Centre, Cloud, Telepresence, Retail Broadband (Railwire), etc. With the creation of REL, RailTel aims to be one of the leading System Integrator in the country working in the field of ICT.

REL shall be taking up turnkey project work for creation, management and operation in the areas of IT, Telecom, networking, Data Center and Railway’s ICT and S&T projects. With a dedicated focus and organization suited to executing projects in the areas of expertise, REL is poised to become a key driver of growth and innovation for RailTel as well.



## 2. Scope of Work

The scope of work is to provide **Document scanning services** with activities in Legacy Document/File scanning as under :-

- 1) Preparation of old document
- 2) Scanning of document
- 3) Meta data preparation
- 4) Uploading in DMS and integration with E-Office solution (NIC Eoffice/Newgen/Any other)

## 3. Language of Proposals

The proposal and all correspondence and documents shall be written in English. The hardcopy version will be considered as the official proposal.

## 4. Payment Terms

- 4.1 Payment will be back to back and as per the payment terms mentioned in agreement between REL/RCIL and Customer.
- 4.2 Payment will be released after receipt of satisfactory services and receiving the tax invoice for the work from selected partner and after REL/RCIL receives the payment from Customer for the same work.

## 5. SOR (Schedules of Rates)

Bidder has to Quote the rate in the below mention format along with nil deviation certificate:

### 5.1 SOR

Item Description	Per Page Rate of Scanning (Value of Rs. X in INR)
Digitization of Legacy Documents/Files of REL/RCIL Customer as per Clause No.-2 (Scope of Work)	

\*Note: All Rates above should be exclusive of Taxes.

\*Bid Evaluation will be based on lowest offer quoted in Table 5.1(SOR) above.

### 5.2 Calculation Table defining multiplier factor based on number of pages, Here Rs. X will be "Per Page rate of scanning document" to be quoted by Bidder in Table 5.1 (SOR):

Number of Pages (Range)	Rate per Page(pdf)*
1 to 50 Lakh	(Rs. X)
50 Lakh to 1.5 crore	(Rs. X) * 0.8
1.5 Crore to 2.5 Crore	(Rs. X) * 0.7
Above 2.5 Crore	(Rs. X) * 0.7

## 6. SLA's

The service level arrangement will be back to back and the entire penalty deducted by Customer will passed on to selected bidder.

## 7. REL's Right to Accept/Reject Bids

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

## **8. Bidding Document**

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

All pages of the documents shall be signed in ink by the bidder including the closing page in token of his having studied the tender document.

## **9. Period of Validity of bids and Bid Currency**

Bids shall remain valid for a period of 180 days from the date of opening of the bids REL shall at its own discretion reject a bid value for shorter period. The prices in the bid document shall be expressed in Indian Rupees only.

## **10. Bid Earnest Money (EMD)**

- 10.1 The tenderer shall furnish a sum as given in EOI Notice as Earnest Money in the form of Demand Draft from any scheduled bank in India in favour of "RailTel Enterprises Limited" payable at Gurgaon which should remain valid for at least 45 days beyond the bid opening date.
- 10.2 The EMD may be forfeited if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Letter of Acceptance (LOA) and fails to furnish performance bank guarantee (security deposit) in accordance with clause 12.
- 10.3 Offers not accompanied with valid Earnest Money shall be summarily rejected.
- 10.4 Earnest Money of the unsuccessful bidder will be discharged / returned as promptly as possible but not later than 30 days after the expiry of the period of offer / bid validity prescribed by the Purchaser.
- 10.5 The successful bidder's EMD will be submitted as Security Deposit on issue of Purchase Order.
- 10.6 Earnest Money will bear no interest.

### **10.7 For Micro and Small Enterprises (MSEs)**

- 10.7.1 Certain benefits/preferential treatment shall be extended to the registered MSEs as per guidelines issued in the latest notification of Ministry of MSME/ Government of India.
- 10.7.2 MSEs who are interested in availing themselves of these benefits will enclose with their offer the proof of their being MSE registered with any of the agencies mentioned in the notification of Ministry of MSME.
- 10.7.3 The MSEs must also indicate the terminal validity date of their registration.

- 10.7.4 Failing 10.7.2 and 10.7.3 above, such offers will not be liable for consideration of benefits detailed in the notification of Government of India.
- 10.7.5 In case , successful bidder is MSME and is exempted from EMD amount, the firm has to submit security deposit of Rs. 5 Lakh in form of Demand Draft within 15 days of issue of PO by REL.

### **11. Bidding Process (Single Packet System)**

The bidding process will consist of single packet system. The detailed technical proposal i.e. the including 'Price Bid' shall be submitted in sealed envelope.

### **12. Deadline for Submission of Bids**

Bids must be submitted to REL at the address specified in the preamble not later than the specified date and time mentioned in the preamble. If the specified date of submission of bids being declared a holiday for REL, the bids will be received up to the specified time in the next working day.

### **13. Late Bids**

Any bid received by REL after the deadline for submission of bids will be rejected and/or returned unopened to the bidder.

### **14. Modification and/or Withdrawal of Bids**

Bids once submitted will treated, as final and no modification will be permitted. No correspondence in this regard will be entertained.

No bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

In case of the successful bidder, he will not be allowed to withdraw or back out from the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed. No interest will be paid on EMD amount

### **15. Details of Financial bid**

- a. The financial bid should clearly bring out the cost of the work with detailed break-up of taxes.
- b. The financial bid must be submitted as per the enclosed Proforma in Tender document.

### **16. Clarification of Bids**

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

### **17. Rate Contract:**

The number of pages/documents for scanning will depend upon REL's customer requirement, hence REL/RCIL can issue single or multiple Work Orders during contract period based on customer requirement. The terms and conditions of work order shall be as per terms and conditions between REL/RCIL and its Customer for that particular work.

17.1 **Rate Contract Validity :** The contract will be valid for a period of one year from the date of placement of order , which can be extended for a further period of one year on the same rate and terms & conditions on mutual consent of both parties. However, REL may terminate the contract at any time by giving 30 days advance notice without assigning any reason.

17.2 **Rate Contract Limit:** The maximum limit of number of pages for scanning under the Rate Contract shall be up-to 5 crore pages.

#### 18. Variation in Contract:

+/- 25 % variation may be operated during the period of validity of agreement with the approval of competent authority with similar terms and procedure as specified in the agreement.

#### 19. Bid evaluation Process

Evaluation will be done on lowest offer quoted by the bidder in Clause Number – 5 **SOR** (Schedules of Rates) for providing IT services.

#### 20. Format for providing Bidder's Information

S.No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name ,IFSC Code, Account number)	
7.	GST Registration number	

#### 21. Format for statement of Deviation

The following are the particulars of deviations from the requirements of the Instructions to bidders:-

S.NO	CLAUSE	DEVIATION	REMARKS (Including Justification)

## 22. Other Terms and Condition

1. Bidders are requested to quote their best prices considering the fact that price negotiation, if required with the vendor will be passed on to the selected bidder.
2. Unless otherwise specified all prices quoted must remain firm except for statutory variation in taxes and duties during contractual delivery period. Any increase in taxes and duties after expiry of the delivery period will be to vendor account.
3. Quotations should preferably be typewritten and any correction or over- writing should be initialed. Rates to be indicated both in words and figures.
4. The bidders should furnish a list of its Partners/Directors and a declaration that such Partners/Directors have no interest in any other bidders in respect of the same tender.
5. Sealed quotations in envelope superscribing tender enquiry number and due date of opening must be sent by Registered or Speed Post or to be dropped in the Tender Box specified for the purpose. Quotations received after specified date and time are liable to be rejected.
6. Quotation should be valid for a minimum period of 180 days from the date of opening of tender.
7. Printed conditions on the back side of the offers will be ignored.
8. If the tenderer is unable to quote against the Enquiry, Regret letter must be sent. Failure to do so repeatedly may result in deletion of tenderer's name from the approved list of BA/SI.
9. Any increase in taxes and duties after expiry of the delivery period will be to supplier's account. This will be without prejudice to the rights of REL for any other action including termination.
10. REL shall have the right to terminate the contract by giving 30 days notice without assigning any reasons thereof. However, in the event of any breach of terms of the contract, REL will have right to terminate the contract by written notice to the Seller.
11. FORCE MAJEURE: Any delay or failure to perform the contract by either party caused by acts of God or acts of Government or any direction or restriction imposed by Government of India which may affect the contract or the public enemy or contingencies like strikes, riots etc. shall not be considered as default for the performance of the contract or give rise to any claim for damage. Within 7 days of occurrence and cessation of the event(s), the other party shall be notified. Only those events of force majeure which impedes the execution of the contract at the time of its occurrence shall be taken into cognizance.
12. In case of any dispute or difference arising out of the contract which can not be resolved mutually between REL and vendor, it shall be referred to a Sole Arbitrator to be appointed by the CMD, REL.
13. The Arbitration and Conciliation Act, 1996 and rules made there under shall apply to the Arbitration Proceedings.
14. The contract shall be governed by and construed according to the laws in force in India and subject to exclusive jurisdiction of the Courts of Delhi only.

## Format for COVERING LETTER

COVERING LETTER (To be on company letterhead)

EoI Reference No: **REL/EOI/CO/DNM/2018-19/IT Services to REL customer/08 dated 05.03.2019**

Date:

To,

The Assistant General Manager/IT  
Corporate Office,  
RailTel Enterprises Ltd.  
PlotNo.143, Sector 44, Gurgaon– 122 003

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the reference number \_\_\_\_\_ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

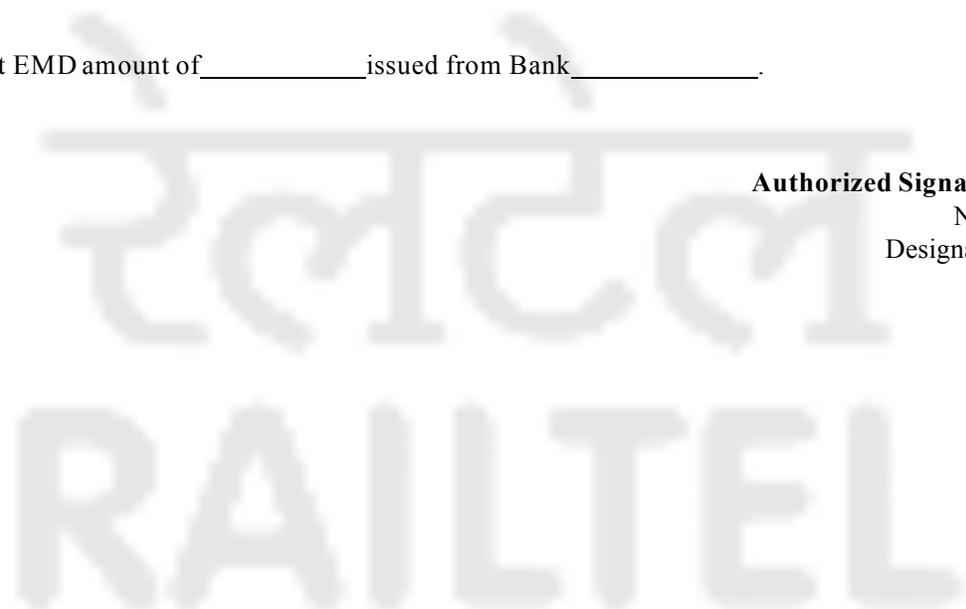
We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

We hereby submit EMD amount of \_\_\_\_\_ issued from Bank \_\_\_\_\_.

**Authorized Signatory**

Name

Designation



**Annexure -1**

**List of documents to be submitted for bidding:**

1. Covering Letter
2. Format for statement of deviation (clause no.-21)
3. Format for providing Bidder's information (clause no.-20)
4. Commercial Offer
5. Signed EOI document
6. Any other relevant document

