

# **RAILTEL ENTERPRISES LIMITED**

**(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, Haryana122003**

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

**Selection of Partner**

**For**

**IT services to REL Customer**

**EOI No: REL/EOI/CO/DNM/2019-20/PMO services to REL customer/492 dated 09.08.2019**

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RAILTEL

## **NOTICE**

RailTel Enterprises  
Limited  
PlotNo.-143,Sector44,Institutional Area,  
Opposite Gold Souk  
Mall, Gurgaon, Haryana  
-122003

**EOI Notice No: REL/EOI/CO/DNM/2019-20/PMO services to REL customer/492 dated 09.08.2019**

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	19.08.2019 before 15:00Hrs.
2	Opening of bidder EOIs	19.08.2019 at 15:30Hrs.
3	Number of copies to be submitted for scope of work	One
4	EMD	Rs. 61,200/-
5	EOI Cost	Rs. 2,950/- ( Incl. GST)

DD for EMD and EOI 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](mailto:naresh.kumar@railtelindia.com)  
Telephone: +91124 2714000  
Mobile: +91 9717644088

- NOTE:**
- (i). All firms are required to submit hard copy of their EOI submissions, duly signed by Authorized Signatories with Company seal and stamp.
  - (ii). The EOI response is invited from all empanelled partners of RailTel only. Only RailTel empaneled partners are eligible for participation in EOI process.
  - (iii). Eligible MSMEs are exempted from cost of EOI Documents and EMD, more details are given in clause 14.7 of EOI Document.

## **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 signalling, 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. Objective of EOI**

REL is implementing IT-ICT projects like providing Infra & Cloud Services, Application Development, ERP/E-Office Implementation and Consultancy Services for its customers. There is requirement of dedicated PMO resources to overall monitor REL Projects under implementation. The resources can be deployed for single project or multiple projects as per requirement.

## **3. Scope of Work**

Detailed Scope of Work is provided as under:

### **3.1 SOW for Senior Level PMO Resource:**

1. Manage REL projects and related specific activities within given constraints of time, budget and quality.
2. Ensure scope, schedule and costs are reasonable and achievable.
3. Allocate work among team members and provide guidance regularly.
4. Conduct periodic and post-project reviews to ensure project is on track.
5. Coordinate functional perspectives from within and outside project teams.
6. Integrate self into client environment to effectively lead project team building positive professional relationships with clients and associates.
7. Define objectives, requirements and assumptions necessary to structure management project.
8. Plan, schedule and control activities to fulfill identified objectives applying technical, theoretical and managerial skills to satisfy project requirements.
9. Enforce and develop integrated development plan representing appropriate level of detail.
10. Develop task interdependency and project tactics with overall project strategy.
11. Establish and maintain high performing team and serve as project advocate within organization.

12. Lead risk management within project management team.
13. Ensure risks have appropriate mitigation and contingency plans.
14. Any other work as assigned by REL Management.

### **3.2 SOW for Junior Level PMO Resource:**

1. Assisting Sr. Level PMO Resource in managing REL projects and related specific activities within given constraints of time, budget and quality.
2. Coordinate functional perspectives from within and outside project teams.
3. Ensure all project documentation is updated and conveyed to relevant stakeholders on time. Preparation of all project related documentation like Project plan, report, status reports.
4. Consult and lead efforts of individual, team, client and other resources associated with project activity.
5. Ensure alignment on project goals and deliverables.
6. Any other work as assigned by Sr. PMO resource and REL Management.

## **4. Resource Qualification, Experience & Skill set**

The PMO resource should be post graduate and should have experience of (12 to 16 years) for Sr. Level resource and experience of (4 to 6 years) for Jr. level Resource. The resource should possess following skill set:

### **Project Management**

- Techniques – planning, scheduling, risk management, change control etc.
- Processes – reporting, quality, finance, control etc.
- Standards – methods, lifecycles, governance, regulatory etc.
- Programme Management (as above and in addition:)
  - Resource management
  - Interdependency management
  - Benefits management
  - Portfolio Management (as above and in addition:)
    - Prioritization
    - Opportunities and investment analysis
    - Strategic alignment

## **5. 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.

## **6. Payment terms**

- 5.1 Payment will on monthly basis and after satisfactory work completed by PMO Resources.
- 5.2 Payment will be released after receiving the Tax invoice for the work.

## 7. Schedule of Rates (SOR)

SN	Item	Qty.	Man Month Rate ( Excl. of GST)	Rate for 12 months	Total Cost (Exclusive of GST)
1	Senior Level PMO Resources as defined under SOW (Para 3) and Resource qualification/skill set (Para4)	1			
2	Junior Level PMO Resources as defined under SOW (Para 3) and Resource qualification/skill set (Para 4)	1			
<b>Total Cost</b>					

Note: All rates quoted above should be exclusive of any taxes.

### Amount in words:

## 8. Evaluation criteria

Evaluation will be done on lowest offer quoted by the bidder as per clause no 7 SOR .

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

REL reserves the right to accept or reject any bid and annual 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.

## 10. 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 EOI document and should be submitted along with the bid.

## 11. Period of Validity of Bid

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.

## 12. Bid Currency

The prices in the bid document shall be expressed in Indian Rupees only.

## 13. 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.

## 14. Bid Earnest Money (EMD)

14.1. 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 Gurugram which should remain valid for 45 days beyond the bid opening date.

14.2. 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 6.

14.3. Offers not accompanied with valid Earnest Money shall be summarily rejected.

14.4. 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.

14.5. The successful bidder's EMD will be discharged after the first payment to selected bidder and after deduction of Security deposit amount as per clause 15.

14.6. Earnest Money will bear no interest.

**14.7. For Micro and Small Enterprises (MSEs)**

14.7.1. 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.

14.7.2. 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.

14.7.3. The MSEs must also indicate the terminal validity date of their registration

14.7.4. Failing 14.7.2 and 14.7.3 above, such offers will not be liable for consideration of benefits detailed in the notification of Government of India.

**15. Security Deposit:** There will be deduction of 10% of contract value from first payment to firm against Security Deposit of PMO services. The 10% amount deducted shall be paid after successful completion of PMO service tenure.

**16. 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.

**17. Late Bids**

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

**18. Modification and/or Withdrawal of Bids**

Bids once submitted will be 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.

#### 19. 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 proforma under clause No.:7 “Schedule of Rates”

#### 20. 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.

#### 21. Variation in Contract:

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

#### 22. Bidder's Information

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

#### 23. 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)

#### 24. Period of Association/Validity of Agreement

Initial contract will be for one year however based on end REL or Customer requirement same **may be extended for another 1 year on mutually agreed terms and conditions.**

## **25. Other Terms and Condition**

1. Bidders are requested to quote their best prices considering the fact that price negotiation, if required with the customer 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. Sealed quotations in envelope superscribing EOI enquiry number and due date of opening must be sent by Registered or Speed Post or to be dropped in the EOI Box specified for the purpose. Quotations received after specified date and time are liable to be rejected
5. Quotation should be valid for a minimum period of 180 days from the date of opening of EOI.
6. Printed conditions on the back side of the offers will be ignored.
7. GST Registration Number, if any, may be indicated.
8. 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.
9. REL shall have the right to terminate the contract by giving 60 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.
10. 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.
11. 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,
12. The Arbitration and Conciliation Act, 1996 and rules made there under shall apply to the Arbitration Proceedings.
13. 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.
14. Future requirement may be dealt with this methodology only. No exception will be accepted.
15. Presence in Delhi/NCR : The bidder must have geographical presence/office in Delhi or NCR region.

16. The selected firm shall make visits at its own expenses to familiarize with site conditions and to carry out the scope of works. No extra payment shall be made by RailTel towards any travelling to/outside Delhi/ NCR.

**Format for COVERING LETTER**

COVERING LETTER (To be on company letter head)

EoI Reference No: **REL/EOI/CO/DNM/2019-20/PMO services to REL customer/492 dated 09.08.2019**

Date:

To,

The Director and CEO  
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 Rs. \_\_\_\_\_ issued vide \_\_\_\_\_ from Bank \_\_\_\_\_.

**Authorized Signatory**  
Name  
Designation

**List of Documents to be submitted for bidding**

- 1.Covering Letter
- 2.Format for statement of deviation (clause no.-22)
- 3.Format for providing Bidder's information (clause no.-21)
- 4.Commercial Offer
- 5.Signed and Stamped EOI document
- 6.Any other relevant document
- 7.Tender Cost and EMD
- 8.GST Registration Number

\*\*\*\*\* End of Document \*\*\*\*\*

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