



EXPRESSION OF INTEREST

for

EMPANELMENT OF INDIVIDUAL IT EXPERTS

EOI No. RITES/IMEEC/KP/01-2025

RITES LIMITED

**(A Navratna and Schedule 'A' Enterprise of Govt. of India)
SHIKHAR, PLOT NO- 01, SECTOR-29,
GURUGRAM-122001, HARYANA.**

**NOTICE INVITING
EXPRESSION OF INTEREST**

Expression of Interest

1.1 General

RITES Limited is a Public Sector Enterprise under the Ministry of Railways. RITES was incorporated in India as a Public Limited Company under the Companies Act, 1956 and is governed by its Board of Directors which includes persons of eminence from various sectors of engineering and management.

RITES Limited, an ISO 9001:2015 certified company, is a multi-disciplinary consultancy organization in the fields of transport, infrastructure and related technologies. It provides a comprehensive array of services under a single roof and believes in transfer of technology to client organizations. In overseas projects, RITES actively pursues and develops cooperative links with local consultants/ firms, as means of maximum utilization of local resources and as an effective instrument of sharing its Key IT Professionals.

RITES is internationally recognized as a leading consultant with operational experience of over 55 countries in Asia, Africa, Latin America, South America and Middle East regions. We are the only export arm of Indian Railways for providing rolling stock overseas (other than Thailand, Malaysia and Indonesia).

1.2 About IMEEC and MAITRI

The India-Middle East-Europe Economic Corridor (IMEEC), announced during the G20 summit, is a strategic initiative designed to forge a new trade route from India to Europe. It is envisioned as a transformative network that will establish a new paradigm of interconnectivity via a railway system, seamlessly integrated with port routes that bridge Europe, the Middle East, and Asia.

RITES is leading the initiative to develop **MAITRI platform** (Master Application for International Trade & Regulatory Interface). MAITRI is envisaged to be developed as an interface platform to redefine the mechanism of international trade transactions by enabling seamless data exchange between participating Customs-Port-Vessel applications. It is expected to harmonize disparate trade systems, ensuring swift and secure data flow between nations and regulatory bodies.

1.3 Scope of work:

This "Expression of Interest (EOI)" is invited for empanelment of following Key IT Professionals for providing services as individual experts to work on the development of MAITRI:

1. **Program Manager**
2. **Tech Documentation Quality Control Lead cum Project Manager**

Professionals: Empaneled individual shall be termed as "Professionals" and the same should have citizenship of India. Professionals should be having good working knowledge of English (speaking and writing), communication and presentation skills.

Covering broadly the following Scope of work:

1. Project involves the establishment and management of an IT-based logistics message transfer system between two countries. The system aims to enable seamless, real-time data exchange related to logistics, including shipments, customs information,

Expression of Interest

tracking, inventory management, and other critical supply chain processes. The program managers will oversee the implementation, integration, and maintenance of this system.

2. Define and document the scope, objectives, and deliverables of the message transfer system.
3. Develop a detailed project plan, including timelines, milestones, and resource allocation.
4. Ensure alignment with stakeholders in both countries, including government authorities, customs agencies, and logistics providers.
5. Manage the overall program schedule, ensuring timely delivery of each phase of the project.
6. Lead risk management efforts, identifying potential risks to project timelines or objectives and developing mitigation strategies.
7. Coordinate with cross-functional teams, including logistics, IT, legal, and compliance, to meet project goals.
8. Prepare and present regular progress reports to senior management and stakeholders.

Post wise description of Job responsibilities is as given below:

Program Manager

Job Summary:

The Program Manager/Product Owner is a crucial role responsible for defining, prioritizing, and managing the development of the VTC platform. This role acts as the bridge between business stakeholders (governments, traders, logistics providers) and the development teams (from the two vendors). They will own the product vision, roadmap, and backlog, ensuring the platform meets the needs of its users and achieves its strategic objectives.

Responsibilities:

- **Product Vision and Strategy:** Define and communicate the product vision and strategy for the VTC platform, aligning it with overall business goals.
- **Requirements Gathering and Analysis:** Elicit, analyze, and document business requirements from various stakeholders, translating them into user stories and acceptance criteria.
- **Product Roadmap and Backlog Management:** Develop and maintain the product roadmap and backlog, prioritizing features based on business value, technical feasibility, and dependencies.
- **Sprint Planning and Execution:** Participate in sprint planning, daily stand-ups, sprint reviews, and retrospectives, ensuring smooth execution of development sprints.
- **Stakeholder Management:** Effectively communicate with and manage expectations of various stakeholders, including government officials, industry representatives, and vendor teams.
- **Vendor Management:** Collaborate closely with the vendor teams, providing clear direction and ensuring they understand the product vision and requirements.
- **Risk Management:** Identify and mitigate potential risks that could impact the product development or its successful launch.
- **Performance Monitoring and Reporting:** Track key metrics and report on product performance, identifying areas for improvement.

Experience:

Must Have:

Expression of Interest

- **Business Strategy and Consulting Experience:** Demonstrable experience (10+ years) in developing and executing business strategies, preferably in a consulting capacity or within a strategic role in a relevant industry.
- **Innovation and Invention:** Proven track record of driving innovation and invention, with examples of successfully implemented new ideas or solutions.
- **Stakeholder Management Across Business and Technology:** Exceptional communication and interpersonal skills, with the ability to effectively manage and influence diverse audiences, including both business executives and technical teams.

Tech Documentation Quality Control Lead cum Project Manager

Job Summary:

The Technical Document Quality Assurer is responsible for ensuring the quality, accuracy, and consistency of all technical documentation related to the VTC platform. This includes design specifications, API documentation, user manuals, training materials, and other technical artifacts. This role is crucial for ensuring effective communication and knowledge transfer between stakeholders, vendors, and end users.

Responsibilities:

- **Document Review and Verification:** Review and verify technical documents for accuracy, completeness, clarity, and consistency.
- **Style Guide Enforcement:** Ensure all documents adhere to established style guides and templates.
- **Version Control:** Manage document versions and ensure proper version control.
- **Collaboration with Technical Teams:** Work closely with technical teams (developers, architects) to understand the technical details and ensure accurate documentation.
- **Documentation Tool Management:** Utilize documentation tools and platforms effectively.
- **Process Improvement:** Identify opportunities to improve the documentation process and quality.
- **Accessibility Compliance:** Ensure documents are accessible to users with disabilities.

1.4 Applicable law, Dispute resolution & Court's jurisdiction

- 1.4.1 This EOI shall be governed by Applicable Law which shall mean, all Indian Laws, Byelaws, Statutes, Rules, Regulations, Orders, Ordinances, guidelines, Codes, Notices, Directions, Judgments, Decrees or other Requirements or Official directives and /or any Statutory Authority, in the Republic of India.
- 1.4.2 For this EOI Notification, the 'Parties' shall mean Employer and the Professionals (either prospective or empaneled Professionals, as the case may be).
- 1.4.3 All the disputes, in connection with or arising out of this EOI Notification and related process shall be mutually & amicably settled using Alternate Dispute Resolution (ADR) techniques such as Negotiation/Mediation/Conciliation, failing which, the dispute shall, finally, be settled by Arbitration, under the procedural rules, chosen, as per the mutual agreement, by the Parties, and under Indian Arbitration & Conciliation Act 1996 (as subsequently amended during 2015, 2019 & 2021) as the Governing Law of Arbitration.

Expression of Interest

1.4.4 In the matter of all the litigious disputes arising out of the entire EOI process, Parties agree to the exclusive jurisdiction of adequately competent [as per Applicable Law] Court of Delhi.

2. Invitation for Expression of Interest

2.1. RITES Limited invites eligible individuals ("Key Professionals") to express their interest in being empaneled for the aforesaid 'Scope of Work'. Interested Key Professionals should provide information demonstrating that they have the required qualifications and relevant professional experience to perform the Services. The Key Professionals shall enclose documents related to their qualification and experience proof from clients. The shortlisting will be based on the Key Professionals meeting the Empanelment criteria, attached as Annexure- I and II and their performance during the interaction meeting (including presentation) before empanelment, in response to this EOI Notification, to prove their ability to perform the Scope of Work.

2.2. Each Key Professionals shall have a valid PAN Number & GST Registration. Individuals not having GST number may be considered in case their total receipts in the previous financial year is below the stipulated ceiling.

3. Confidentiality

Information relating to the evaluation of EOI application and recommendation of resultant empanelment is confidential and shall not be disclosed to Key Professionals or any other person not officially concerned with such process.

3.1. Any attempt by a Prospective Key Professionals to influence the Employer in the evaluation of the EOI application and resultant decision there from may result in the rejection of its EOI application.

4. Preparation of EOI Application

4.1. Prospective Key Professionals are requested to, first, carefully peruse the contents of this EOI notification and prepare their EOI application in terms of the provisions/stipulations as made in this EOI notification. In Case of any Doubt, Key Professionals are requested to seek clarifications.

4.2. Key Professionals shall submit in their covering letter (as per attached format), along with their EOI Application, amongst other details as deemed fit.

Expression of Interest

5. Submission of EOI Application

5.1. Key Professionals shall submit the EOI Application, scanned copy (digital copy), through mail, Bearing Key Professional's signatures, EOI Notification no-, Details of EOI Object, Name of the EOI Submitting Key Professionals and date of EOI Application submission.

5.2. To assist in the examination and evaluation of the EOI Applications, the Employer reserves the right to and may, at its discretion, ask for a clarification on their EOI application. Key Professionals shall provide Clarification within the time frame conveyed by the Employer in their correspondence.

5.3 The Employer shall examine the EOI applications to confirm that all requisite documents, as requested in or as required in terms of this EOI notification, have been provided, and to determine the completeness of each document submitted. The Employer shall treat the information and documentation supplied by the Key Professionals, in fulfilment of the empanelment criteria, in their EOI application, as correct & complete, placing reliance on the Key Professional's averments, made in their covering Letter [as mentioned above] & on the EOI Forms, as to their correctness and completeness. The Employer shall not, during Evaluation of EOI applications, make any attempt at separate verification/ authentication [from the issuing source] of the aforesaid information and documentation supplied by the Key Professionals. Any misrepresentation/deviation (from stated facts/Incorrect statements, if detected in the EOI application submitted by the Key Professionals, shall result in rejection of The Key Professional's EOI application or cancellation /annulment of the Key Professionals empanelment with consequent blacklisting/banning of Business with that Key Professionals for a period maximum up to three years from the EOI Application submission date, as the case may be.

5.4 Key Professionals submitting application as Individual shall submit his / her details in Proforma I.

6. Evaluation of EOI Applications

6.1 Employer shall, during their evaluation of the EOI application use inputs provided with the EOI application (As per Annexure I and II) and its assessment of capabilities of Key Professionals (meeting qualification criteria) based on interaction (including presentation) before empanelment. The date and time for interaction (including presentation) by Key Professionals qualifying in Criteria as per Annexure I and II shall be intimated in due course.

6.2 Notwithstanding anything stated above or anywhere else in this EOI Notification, the

Expression of Interest

Employer reserves the right to assess the EOI applicants' eligibility i.e., their capability and capacity to perform, should the circumstances warrant such assessment in the overall interest of the Employer.

6.3. After Evaluation of Applications and interaction (including presentation), a list of individual Key Professionals eligible for shortlisting shall be prepared. These shortlisted parties shall be offered experience-wise man-month rate for acceptance. The offered man-month rates shall be decided by the Employer based on indications received in various EOI applications and other market inputs available with the Employer.

6.4 Individuals Key Professionals who accept these offered rates shall be empaneled for specific function(s) / subject matter(s). The empanelment shall be valid for one year from the date of initial empanelment against this EOI. The Accepted rates shall be exclusive of GST and shall be valid for a period of one year from the date of acceptance.

6.5 This EOI is open ended, meaning thereby, that initially a list of empaneled Key IT Professionals shall be prepared on the basis of EOI applications received up to **31.01.2025**. Further, Key IT Professionals' Applications will be admissible thereafter as well, which may be evaluated as needed, and thus newly empaneled Key Professionals may be added to the aforesaid approved list of empaneled Key IT Professionals up to 31.03.2025.

7. Miscellaneous

7.1 Any EOI with inadequate information, or those received after the closing date may not be considered. EOI should be as concise and focused as possible to give evidence of the requirements cited in the document, including the experience statements and organization profiles.

7.2 Complete EOI document can be downloaded from RITES website (<https://rites.com>) prior to the deadline for submission of EOI. The EOI shall be submitted offline **or vide email** to the address mentioned below along with CVs in the format attached in the sealed envelope.

GM-IT
RITES Limited,
Shikhar # 1, RITES Bhawan,
Sector 29,
Gurugram-
122001, Haryana
(India).
Email: sbu.it@rites.com

Expression of Interest

Encls:

1. Annexure-I –Qualification Criteria
2. Annexure II – Qualification Relevant Professional Experience and Indicative Remuneration of Key Professionals
3. Proforma 1 – CV of Key Professionals
4. Covering letter of EOI

Expression of Interest

Annexure I

Qualification Criteria

Sl. No.	Qualification Criteria	Document
1.	Total Professional Experience (i) 16 Years or more as per EOI for Program Manager (ii) 10 Years or more as per EOI for Tech Documentation Quality Control Lead cum Project Manager	Certificate any other document evidencing experience
2	Minimum 10+ years of management experience is required for the position as Program Manager	Client Certificate any other document evidencing experience
3	Qualification as per EOI	Degree Qualification/ Certification from the University/Recognized Institution
4	Identification Proof	PAN Card

Expression of Interest

Annexure II

**PROFESSIONAL QUALIFICATION, TOTAL & RELEVANT EXPERIENCE AND
INDICATIVE REMUNERATION OF KEY PROFESSIONALS**

Sl. No.	Position	Professional Qualification, Total and Relevant Experience	No of Post(s)	Indicative Remuneration expected by Proposed Key IT Professionals Rs per Man-Months (Excluding GST) On monthly employment basis*	Indicative remuneration expected by proposed key IT Professionals Rs. Per Person-Day (Excluding GST) On Person-Day employment basis*
1.	Program Manager	<p>Professional Qualification:</p> <p>(i) Engineering Graduate in Computer Science / Information Technology course or MCA or Master Degree in Statistics/ Mathematics/ Data Science/ Machine Learning from any of the top 15 NIRF ranked institutes, in case of foreign institute any of top 15 QS ranked college or university.</p> <p>(ii) And Management Degree/Diploma from Tier 1 Institutes like IIMs, FMS, ISB, XLRI etc.</p>	1		
		<p>Total Professional Experience (post essential professional qualification): 16 Years or more total experience in IT Industry, out of which 10+ years of Management experience is required.</p>			

Expression of Interest

Technical Experience:

- Proven experience in managing complex product developments projects, preferably in a cloud-based environment (AWS, Azure, etc).
- Must Have 5+ years of proven product development management experience
- Understanding of API design and integration, microservices architecture, and data exchange protocols (e.g., REST, Graph2QL, JSON, XML).
- Familiarity with Agile development methodologies (Scrum, Kanban) and tools (e.g., Jira, Confluence).
- Experience with DevOps practices and tools is a plus.
- Having proven record of Innovations say, patents is a plus

Domain Experience:

- Strong business domain acumen with understanding of international trade processes, customs regulations, and logistics operations.
- Business Strategy Consulting experience is preferred

Expression of Interest

		<ul style="list-style-type: none"> • Familiarity with electronic data interchange (EDI) and other trade-related data standards is a plus. • Experience in working with government agencies or international organizations is highly desirable. • Knowledge of supply chain management principles and technologies. • Understanding of digital trade platforms and their functionalities. 		
2.	Tech Documentation Quality Control Lead cum Project Manager	<p>Professional Qualification: (i) Graduate in B.E./B.Tech in CS/IT or MCA (ii) with PMP Certification</p> <p>Total Professional Experience (post essential professional qualification): PMP Certified Professional with 10 years or more experience in IT Industry</p> <p>Technical Experience:</p> <ul style="list-style-type: none"> • Strong understanding of software development lifecycle and technical terminology. • Experience with various documentation formats (e.g., Markdown, HTML, PDF). • PMP certified professional with 10+ years of experience • Having Six Sigma certifications is highly recommended • Familiarity with API documentation tools (e.g., Swagger, Postman). • Experience with version control systems (e.g., Git). • Knowledge of technical writing best practices and style guides. • Familiarity with content management systems (CMS). <p>Domain Experience:</p> <ul style="list-style-type: none"> • Basic understanding of international trade concepts is a plus. • Prior experience in logistics industry or projects, is a plus • Experience in documenting software applications or platforms related to logistics, supply chain, or finance is desirable. • Ability to quickly learn new technical concepts and translate them into clear and concise documentation. 	1	
	Total		2	

*- Please substantiate expected remuneration – by way of enclosing the application with details of previously received compensation for similar roles or tasks in the form of above documents such as Letters of Award, salary slip, Income Tax returns, Form 26AS, etc. or a completion certificate/relevant documentation from the client/ employer.

Note: GST will be paid separately to the Key Professionals on submission of the proof of making statutory GST payment as applicable to Govt of India

Expression of Interest

Proforma 1

CURRICULUM VITAE(CV) OF THE KEY PROFESSIONAL

Name of Professional					
Contact Details					
Position applied for					
Date of Birth					
Years of relevant experience					
Nationality					
Key Qualification					
Memberships of Professional Bodies / Societies					
Educational Qualifications					
College/University			Year of Passing		Qualification
Experience Details					
Duration	Name of the Project	Name of Employer	Position Held	Location	Activities Performed
Membership of Professional Bodies (If Any)					
Papers/ Publications (If Any)					
Languages Known					
Language	Speaking		Reading		Writing
English					
Hindi					
Any Other (Please Specify)					
Expected Remuneration					
Indicative Expected Remuneration of Proposed Key IT Professional					
Rs per Person-Month (22 working days/ month)					
(Excluding GST) on monthly employment Basis					
Indicative Expected Remuneration of Proposed Key IT Professional					
Rs per Person-Day (Excluding GST) on Person-Day					
employment Basis					

Key IT Professionals's contact information: (E-mail: ; Phone:)

Certification:

- (i) I, the undersigned Certify that, to the best of my knowledge and belief, this bio- data correctly

Expression of Interest

- describes my qualifications, my experience and myself. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged, in case Employer at any stage detects that misstatement have been made by me, it would be at liberty to take any appropriate action against me including debarment for up to Three Years.
- (ii) I have not been removed by Competent Authority of any Employer from any of the works without completing my assignment and shall be available to work with the Employer. In case I leave the assignment without approval of Employer or I am removed by Employer on account of some default, Employer would be at liberty to take any appropriate action against me including debarment for up to Three Years.
- (iii) I hereby undertake that I will not leave Employer assignment without giving a minimum notice of 60 days and handing over of all records. I understand that in case I do so then Employer would be at liberty to take any appropriate action against me including debarment for up to Three Years.
- (iv) I have no history of involvement in Vigilance/CBI/Police Case, resulting in major penalty punishment of removal/dismissal/compulsory retirement or conviction.
- (v) I have never been debarred from Consultancy Services by any Employer.
- (vi) I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client.

Name of Key IT Professional

Signature

Date

Encl: Please also attach - Photo, Qualification certificates, Experience Certificates, etc . Please substantiate expected remuneration – by way of enclosing the application with details of previously received compensation for similar roles or tasks in the form of above documents such as Letters of Award, salary slip, Income Tax returns, Form 26AS, etc. or a completion certificate/relevant documentation from the client/ employer.

Expression of Interest

COVERING LETTER FOR EOI PROPOSAL

To
GM-IT
RITES Limited,
Shikhar # 1,
RITES Bhawan,
Sector 29,
Gurugram-122001,
Haryana (India).

Sub: Expression of Interest (EOI) for Empanelment of <Position>

Dear Sir/ Ma'am,

1. With reference to your EOI document RITES/IMEEC/KP/01-2025, I/we, having examined the EOI document and understood its contents, hereby submit my/our Proposal for Qualification for the aforesaid project. The EOI Proposal is unconditional and unqualified.
2. I acknowledge that RITES Limited will be relying on the information provided in the EOI Proposal and the documents accompanying such EOI Proposal for qualification of the Applicants for the aforesaid Empanelment, and we certify that all information provided in the EOI Proposal is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying such EOI Proposal are true copies of their respective originals.
3. This statement is made for the express purpose of empanelment against the referred EOI.
4. I shall make available to the RITES Limited any additional information it may find necessary or require to supplement or authenticate the EOI Proposal.
5. I acknowledge the right of the RITES Limited to reject our EOI Proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
6. I certify that in the last three years, I have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public nor have had any contract terminated by any public for breach on our part.
7. I submit that we have not been declared insolvent, or put in receivership, bankrupt or being wound up, not have had our business activities suspended and not be the subject of legal proceedings for any of the foregoing.
8. I have not been blacklisted/debarred/banned/restricted by any Dept of Central Govt./State Govt. /Central or State PSUs as on date of submission of the Bid.

Expression of Interest

9. I further declare that none of the Purchase Order(s) for any Project / work of RITES were cancelled on risk & cost basis for non-performance or non-submission of performance guarantee in last 3 years.

10. I declare that I/We have examined and have no reservations to the EOI document, including and addendum issue by RITES Limited.

11. I understand that you may cancel the prequalification process at any time and that you are neither bound to accept any EOI Proposal that you may receive nor to invite the Applicants to submit a detailed proposal for the Project, without incurring any liability to the Applicants.

12. I undertake that in case due to any change in facts or circumstances during the selection process, we are attracted by the provisions of disqualification in terms of the provisions of this EOI ; we shall intimate RITES Limited of the same immediately.

13. I hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by RITES Limited in connection with the empanelment of Agency in respect of the above-mentioned Project and the terms and implementation thereof.

14. I agree and undertake to abide by all the terms and conditions of the EOI document.

15. In witness thereof, I submit this EOI Proposal under and in accordance with the terms of the EOI document.

Yours faithfully,

Date: (Signature, name and designation of the Professional)

Place: Name and seal of the Applicant -----