



**SOUTHERN RAILWAY
MECHANICAL DEPARTMENT
SALEM DIVISION-636005
E-TENDER**

NAME OF THE WORK:

**ANNUAL MAINTENANCE CONTRACT FOR HYDRAULIC RESCUE DEVICE AT
ERODE FOR THREE YEARS (MAKE: HOLMATRO)**

(E-Tender Notice No. SA-M-04-2026 dated 10.06.2026)

SPECIAL ATTENTION TO TENDERERS

1	The offer of the Tenderer shall be valid for a period of 60 days from the date of opening of the tender.
2	The tenderer shall carefully study conditions / special conditions of contract and shall submit relevant valid documents along with their tender/offer.
3	The Indian Railway Standard General Condition of Contract (GCC) for works April 2022 with all the correction slips as amended from time to time will be applicable for this contract.
4	Until a formal agreement is prepared and executed, acceptance of these tender conditions shall constitute a binding contract between Railways and the successful tenderer subject to any specific modification as may be mutually agreed to and indicated in the Letter of Acceptance (LOA) issued.
5	In submitting this tender, it would be deemed that the tenderer has kept himself fully informed of the provisions of the General Conditions of Contract for works April 2022 including all corrections and amendments issued up to the date of tender notice.
Approximate value of contract	Rs. 12,49,856/- (Including GST)
Period of contract	Three year
Date & Time for closing of Tender	At 11.00 Hours on 02.07.2026
Date & Time for opening of Tender	At 11.30 Hours on 02.07.2026

DISCLAIMER

The information contained in this tender document or subsequently provided to the Tenderers, whether verbally or in documentary form by or on behalf of the Southern Railway, their employees, is provided to the Tenderers on the terms and conditions set out in the tender document and all other terms and conditions subjected to which such information is provided.

The purpose of the tender document is to provide the Tenderers with information to assist in the formulation of their Proposal. The tender document does not purport to contain all the information for all the persons, and it is not possible for Southern Railway, their employees to consider the business/investment objectives, financial situation and particular needs of each tenderer who reads or uses this tender document. Each tenderer should conduct its own investigations, inspection and analysis, and should check the accuracy, reliability and completeness of the information in the tender document and wherever necessary obtain independent advice from appropriate sources. Southern Railway, their employees make no representation or warranty and shall incur no liability under any law, statute, rule or regulation as to the accuracy, reliability or completeness of the tender document.

1.0 Bid Security

(1) (a). The tenderer shall be required to submit the bid security with the tender for the due performance with the stipulation to keep the offer open till such date as specified in the tender, under the conditions of tender. The Bid Security shall be as under:

Value of the Work – Bid Security

For works estimated to cost up to ₹ 1 crore	2% of the estimated cost of the work
For works estimated to cost more than ₹ 1 crore	₹ 2 lakh plus ½% (half percent) of the excess of the estimated cost of work beyond ₹ 1 crore subject to a maximum of ₹ 1 crore

Note:

- (i) The Bid Security shall be rounded to the nearest ₹100. This earnest money shall be applicable for all modes of tendering.
- (ii) Any firm recognized by Department of Industrial Policy and Promotion (DIPP) as 'Startups' shall be exempted from payment of earnest money deposit detailed above.
- (iii) Labour Cooperative Societies shall submit only 50% of the above Bid Security detailed above.
- (iv) The Firm has to submit a value of **Rs.25,000/-** as Bid Security which is 2% of the estimated cost of the work.
- b. It shall be understood that the tender documents have been issued to the tenderer and the tenderer is permitted to tender in consideration of stipulation on his part, that after submitting his tender he will not resile from his offer or modify the terms and conditions thereof in a manner not acceptable to the Engineer. Should the tenderer fail to observe or comply with the said stipulation, the aforesaid amount shall be liable to be forfeited to the Railway.
- c. If his tender is accepted this Bid Security mentioned in sub para (a) above will be

retained as part security for the due and faithful fulfillment of the contract in terms of Clause 16 of the Standard General Conditions of Contract. The Bid Security of other Tenderers shall, save as herein before provided, be returned to them, but the Railway shall not be responsible for any loss or depreciation that may happen thereto while in their possession, nor be liable to pay interest thereon.

- (2) The Bid Security shall be deposited either in cash through e-payment gateway or submitted as Bank Guarantee Bond from a scheduled commercial Bank or as mentioned in the tender documents. The Bank Guarantee bond shall be as per Annexure – VI A of GCC April 2022 and shall be valid for a period of 90 days beyond the bid bid validity period.
- (3) In case , of submission of bid security in the form of Bank Guarantee , bidders are advised to submit through the Structured Financial Messaging System (SFMS) and upload a copy along with the bid. Originals shall be submitted for verification in favour of Senior Divisional Finance Manager, Salem Division , Southern Railway.

IFSC CODE	SBIN000RAIL
IFSC TYPE	BRANCH
BANK NAME	STATE BANK OF INDIA
BRANCH NAME	RAIL
CITY NAME	NAVI MUMBAI
ADDRESS	SECTOR-11, CBD BELAPUR, NAVI MUMBAI
DISTRICT	NAVI MUMBAI
STATE	MAHARASHTRA
BG ENABLED	YES

- (4) Non submission of scanned copy of Bank Guarantee with the bid on e-tendering portal (IREPS) shall lead to summary rejection of bid.
- (5) The Tender Security shall remain valid for a period of 90 days beyond the validity period for the Tender.

2. Eligibility Criteria:

STANDARD FINANCIAL CRITERIA & TECHNICAL ELIGIBILITY CRITERIA

Standard Financial Criteria & Technical eligibility criteria may be dispense with if the bidder is OEM or sources approved by RDSO.

{Authority: Railway Board's Letter No. 2011/M(M&P)/7/2/Guidelines, Dated 23.08.2012}

3. Tenderer Credentials:

The tenderer should be Original Equipment Manufacturer (OEM)/Authorised Dealer of OEM. A Document for the same has to be uploaded in IREPS during submission of tender in this regard.

4. Rate of individual items in the schedule should be quoted with GST. The total value of the Tender is inclusive of GST. The contractor to submit valid tax invoice required as per the GST Act & Rule to claim the GST.

5. Security Deposit:

- a) The Security Deposit shall be 5% of the contract value. The Bid Security submitted by the Contractor with his tender will be retained /encashed by the Railways as part of security for the due and faithful fulfillment of the contract by the Contractor. Provided further that, if Contractor submits the Cash or Term Deposit Receipt issued from a Scheduled commercial bank of India or irrevocable Bank Guarantee Bond from a Scheduled commercial bank of India, either towards the Full Security Depositor the Part Security Deposit equal to or more than Bid Security, the Railway shall return the Bid Security, to the Contractor. Balance of Security Deposit may be deposited by the Contractor in cash or Term Deposit Receipt issued from Scheduled commercial bank of India or irrevocable Bank Guarantee bond issued from Scheduled commercial bank of India, or may be recovered at the rate of 6% of the bill amount till the full Security Deposit is recovered. Provided also that in case of defaulting Contractor, the

Railway may retain any amount due for payment to the Contractor on the pending "on account bills" so that the amounts so retained (including amount guaranteed through Performance Guarantee) may not exceed 10% of the total value of the contract.

The Irrevocable Bank Guarantee submitted towards Security deposit shall be initially valid up to the stipulated date of Maintenance period plus 60 days and shall be extended from time to time, depending upon extension of contract granted in terms of Clause 17A and 17B of the Standard General Conditions of Contract.

Note: Security Deposit deposited in cash by the Contractor or recovered from the running bills of a Contractor or submitted by contractor as Term Deposit Receipt(s) can be refunded/returned to the contractor, in lieu of irrevocable Bank Guarantee bond issued from scheduled commercial bank of India, to be submitted by him, for an amount equal to or more than the already available Security Deposit, provided however that, in a contract of value less than Rs. 50 Crore, such refund/ return of the already available Security Deposit is permitted up to two times and in a contract of value equal to or more than Rs. 50 Crore, such refund / return of the already available Security Deposit is permitted up to three times.

In Case of submission of Bank Guarantee by Successful Bidder, Successful Bidder is advised to submit Bank Guarantees (BGs) through the Structured Financial Messaging system(SFMS) in favour of Senior Divisional Finance Manager, Salem Division, Southern Railway. Originals shall be submitted for verification.

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BG ENABLED	YES

b) (i) Refund of Security Deposit:

Security Deposit mentioned in sub-clause 1 above shall be returned to the contractor along with or after the following:

- a) Final payment of the contractor as per clause 51.(1) of GCC and
- b) Execution of final supplementary agreement or certification by Engineer that Railway has No claim on contractor and
- c) Maintenance certificate issued, on expiry of the maintenance period as per clause 50(1), in case applicable.

2 (ii) Forfeiture of Security Deposit: Whenever the contract is rescinded as a whole under clause 62 (1) of GCC conditions, the Security Deposit already with railways under the contract shall be forfeited. However, in case the contract is rescinded in part or parts under clause 62 (1) of these conditions, the Security Deposit shall not be forfeited.

- c) No interest shall be payable upon the Bid Security and Security Deposit or amounts payable to the Contractor under the Contract, but Government Securities deposited in terms of Sub-Clause 16.(4)(b) of GCC will be payable with interest accrued thereon.

6. Performance Guarantee:

The procedure for obtaining Performance Guarantee is outlined below;

- a) The successful bidder shall have to submit a Performance Guarantee (PG) within 21 (Twenty one) days from the date of issue of Letter of Acceptance (LOA). Extension of time for submission of PG beyond 21 (Twenty one) days and upto 60 days from the date of issue of LOA may be given by the Authority who is competent to sign the contract agreement. However, a penal interest of 12% per annum shall be charged for the delay beyond 21 (Twenty one) days i.e. from 22nd day after the date of issue of LOA. Further, if the 60th day happens to be a declared holiday in the concerned office of the Railway, submission of PG can be accepted on the next working day.

In all other cases, if the Contractor fails to submit the requisite PG even after 60 days from the date of issue of LOA, the contract is liable to be terminated. In case contract is terminated railway shall be entitled to forfeit Bid Security and other dues payable against that contract. In case

a tenderer has not submitted Bid Security on the strength of their registration as a Startup recognized by Department of Industrial Policy and Promotion (DIPP) under Ministry of Commerce and Industry, DIPP shall be informed to this effect. The failed Contractor shall be debarred from participating in re-tender for that work.

b) The successful bidder shall submit the Performance Guarantee (PG) amounting to 5% of the contract value in any of the following forms:

- I. A deposit of cash;
- II. Irrevocable Bank Guarantee;
- III. Government Securities including State Loan Bonds at 5% below the market value;
- IV. Pay Orders and Demand Drafts tendered by any scheduled commercial bank of India.
- V. Guarantee Bonds executed or Deposit Receipts tendered by any Scheduled commercial Banks of India.
- VI. A Deposit in the Post Office Saving Bank;
- VII. A Deposit in the National Saving Certificates;
- VIII. Twelve years National Defense Certificates;
- IX. Ten years Defense Deposits;
- X. National Defense Bonds
- XI. Unit Trust Certificates at 5% below market value or at the face value which is less. Also, FDR in favour of "Senior Divisional Finance Manager/ Salem, Southern Railway, Salem-636 005" (free from any encumbrance) may be accepted.
- XII. In Case of submission of Bank Guarantee by Successful Bidder, Successful Bidder is advised to submit Bank Guarantees (BGs) through the Structured Financial Messaging system(SFMS) in favour of Senior Divisional Finance Manager, Salem Division, Southern Railway. Originals shall be submitted for verification.

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STATE	MAHARASHTRA
BG ENABLED	YES

- c) The performance Guarantee shall be submitted by the successful bidder after the Letter of Acceptance (LOA) has been issued, but before signing of the contract agreement. This Performance Guarantee shall be initially valid up to the stipulated date of completion plus 60 days beyond that. In case, the time for completion of work gets extended, the contractor shall get the validity of Performance Guarantee extended to cover such extended time for completion of work plus 60 days.
- d) The Value of PG to be submitted by Contractor is based on the original contract value and shall not change due to subsequent variations in the original contract value.
- e) The Performance Guarantee (PG) shall be released after physical completion of the work based on 'Completion Certificate' issued by the competent authority stating that the Contractor has completed the work in all respects satisfactorily.
- f) Whenever the contract is rescinded, the Performance Guarantee already submitted for the contract shall be encashed.
- g) The Engineer shall not make a claim under the Performance Guarantee except for amounts to which the President of India is entitled under the contract (not withstanding and/or without prejudice to any other provisions in the contract agreement) in the event of:
- h) Failure by the Contractor to extend the validity of the Performance Guarantee as described herein above, in which event the Engineer may claim the full amount of the Performance Guarantee.

- i) Failure by the Contractor to pay President of India any amount due, either as agreed by the Contractor or determined under any of the Clauses/Conditions of the Agreement, within 30 days of the service of notice to this effect by Engineer.
 - j) The Contract being determined or rescinded under clause 62 of these conditions.
7. Force Majeure Clause:- This will be as per Clause 17 of General conditions of Contract for works and Extension of Time in Contracts will be as per Clause 17 A & B of GCC.
8. Damage to Railway Property:-Contractor should take utmost care to ensure that no damage to the Railway property takes place due to any act of his workmen, while carrying out the work under this contract.
9. The work shall be carried out without affecting the Railway working and in consultation with Sr. Divisional Mechanical Engineer, Salem Division or his authorized representative.
10. The contractor shall note that no compensation due to any loss of life or loss of material or any other account be given by the Railway Administration while carrying out the work by the contractor as per agreed terms. The Contractor shall have to pay all the compensation in case of any accident, injury to his labour.
11. The work may be carried out on running lines and therefore every precaution shall be taken by Contractor to protect their labour and materials. The Contractor shall adhere to Workmen Compensation Act, Payment of Minimum Wages Act and all other labour legislations.
12. Variations in Extent of Contract:-This will be as per Clause 41 & 42 of General conditions of Contract for works.
13. Price Variation Clause (PVC):-will not be applicable for this contract.
14. Determination of Contract:- This will be as per Clause 61 & 62 of General conditions of Contract for works.
15. Settlement of Disputes –Indian Railway Arbitration and Conciliation Rules

- This will be as per Clause 63 & 64 of General conditions of Contract for works.
16. The contract is governed by GCC Works April 2022 with only few important clauses mentioned above.
 17. The Contractor is advised to completely read the General Condition of Contract work April 2022 before applying for the Tender.
 18. Any Clerical / typing Mistake in tender schedule may be ignored and Railway will be the sole Authority to provide the correction/corrigendum.
 19. The rates quoted by contractor for each items of the schedule shall be inclusive of GST.
 20. Mandatory Updation of Labour data on Railway's Shramikkalyan portal by Contractor(if applicable) vide Railway Board's Letter No.2018/CE-I/CT/4 dt: 17.10.18.
 21. As per Railway Board Letter No.D.O No.2018/Trans.Cell/Mech/Contractual Staff dt: 02.08.2018 & GCC, it is mandatory to cover contractual works engaged in Labour intensive contracts under the following insurance schemes launched by Hon'ble Prime Minister namely (1) Pradhan Mantri Suraksha Beema Yojana (PMSBY) & (2) Pradhan Mantri Jeevan Jyoti Beema Yojana (PMJJBY).
 22. The Onus of establishing the credentials of the Tenderers from the office records or otherwise does not lie with the Railway.Railway shall evaluate the offer only from the certificate /documents (as referred above) submitted along with the tender.Any certificate / document offered after the tender opening will not be given any credit and will not be considered. Even if the tenderer(s) is / are working contractors of the division, he/they has/have to enclose the required certificates with his /their offer.
 23. The tenderer should upload the scanned copies of all documents in support of credentials along with their tender.
 24. Mandatory Updation of Labour data on Railway's Shramikkalyan portal by Contractor:

Contractor is to abide by the provisions of payment of wages & minimum wages act. In order to ensure the same, an application has been developed and hosted on website www.shramikkalyan.indianrailways.gov.in contractor shall register his firm/company etc and upload requisite details of labour and their payment in this portal. These details shall be available in public domain. The Registration/updation of portal shall be done as under:

1. Contractor shall apply for onetime registration of his company/firm etc. in the shramikkalyan portal with requisite details subsequent to issue of LOA.
2. Contractor once approved by any Engineer, can create password with login ID (PAN No.) for subsequent use of portal for all LOAs issued in his favour.
3. The contractor once registered in the portal, shall provide details of his Letter of Acceptance (LOA)/Contract Agreement on Shramikkalyan portal within 15 days of issue of any LOA for approval of concerned engineer. Engineer shall update (if required) and approve the details of LOA filled by contractor within 7 days of receipt of such request.
4. After approval of LOA by Engineer, contractor shall fill the salient details of contract labours engaged in the contract and ensure updating of each wage payment to them on Shramikkalyan portal on monthly basis.
5. It shall be mandatory upon the contractor to ensure correct and prompt uploading of all salient details of engaged contractual labour and payments made thereof after each wage payment.
6. While processing payment of any 'On Account Bill' or 'Final Bill' or release of 'Advances' or 'Performance Guarantee/Security deposit', contractor shall submit a certificate to the Engineer or Engineer's representative that "I have uploaded the correct details of contract labours engaged in connection with this contract and payment made to them during the wage period in Railway's Shramikkalyan portal at 'www.shramikkalyan.indianrailways.gov.in' till _____ Month, _____ Year."

SCOPE OF WORK

I. Detail of Equipment:

1 set of Hydraulic Rescue Device (HRD make: Holmatro) available at Carriage & Wagon Depot Erode supplied against COFMOW Contract No: COFMOW/IR/S-8063/P-2/G-602911 dt: 01.05.2017.

II. Maintenance charges:

1. The charge quoted in the tender includes all the maintenance service visits required to keep the users equipment in good fettle and in working order.

SCOPE OF WORK:

A. The History & other details of HRD set is as follows:

- | | |
|----------------------------|-----------------------|
| 1. Division | : Salem |
| 2. Location of the HRD set | : Erode |
| 3. Place | : SSE/C&W/Erode Depot |
| 4. Make | : Holmatro |
| 5. Date of Commissioning | : 22.01.2018 |
| 6. Railway UC Number | : 380218005 |

B. Tentative list of items covered under AMC (Firm to refer the List of items supplied under Contract No: COFMOW/IR/S-8063/P-2/G-602911 dt: 01.05.2017. All items supplied under this COFMOW Contract No: COFMOW/IR/S-8063/P-2/G-602911 dt: 01.05.2017 will be covered under this AMC.)

- a) Hydraulic Pump with Power Unit
- b) Manual Hydraulic Hand / foot pump
- c) Spreader with separate spreading & peeling tips with jaws
- d) Cutter with Blades
- e) Combination tools
- f) Ram Jack with accessories
- g) Laminated Glass Cutter with Centre Punch
- h) Hydraulic Hoses etc.

C. Maintenance of the system should be as per the maintenance schedule given by OEM (Holmatro). The Contractor's Service Engineer shall make quarterly visit for undertaking maintenance including annual check of the equipment and Load testing of the complete equipment once in a year.

In this annual check all items which are subject to wear and tear shall be checked and which needs to be changed shall also be changed and replaced. After completion of the maintenance schedules, the service Engineer has to fill up the maintenance schedule forms as per the OEM.

1. Replacement of spares as per the recommendation of OEM, will be supplied by Railways.
2. Fitting and commissioning of spares, as & when required without any extra charge.
3. In case any major component like pumps, complete valves, hoses, cylinder bodies or pistons needs heavy repair, which cannot be attended at site, it will be taken to the service center for necessary repair. Contractor should specify the name/place of the service center where these components will be repaired in such case. After repair, it should be installed back on the HRD set by the contractor free of cost. The spares required for such repair will be supplied by the Railway from OEM/Authorized dealer only.
4. The spares required for the normal schedule maintenance will be supplied by Railways as the AMC is non-Comprehensive in nature. However, AMC visit cannot be denied by the contractor/service Engineer for want of any spare.
5. All the repairs required in any of the components will be done by contractor.
6. For assisting the service Engineer of the contractor during work at site, Railways will provide necessary handling facilities. Contractor can use the tool kit supplied along with the equipment for the maintenance of the Equipment. Necessary special tool kits if any will be arranged by the contractor.
7. ***Firm shall Quote the Rates for Spares which may be required during the course of AMC.***

D. Jobs to be carried out at each quarterly visit:

1. Complete Visual checkup of all components of HRD set, general cleaning of the system and correct functioning of all the components as a whole unit.
2. Repair of any defective component (To the extent possible at site) or fitting new Component.
3. The preventive maintenance schedule shall include cleaning and checkup of spark plug, clearing of air filter, checking/ change of engine oil, checking and change of Hydraulic oil, checking the condition of hoses, coupling, blades tips etc.,
4. The contractor/service representative must advice on procurement of any spare parts to be replaced during the quarterly visit in advance. Failure of any component for which no advice is given by the service representative shall be treated as failure on the part of contractor and shall be dealt as per suitable penalty clause.
5. During the course of AMC, the firm shall be responsible for proper functioning of all items of Hydraulic Rescue Device (HRD) in proper working order.
6. The contractor shall be responsible to investigate and diagnose reported defects.
7. Each Preventive maintenance schedule normally shall not exceed one day. The Preventive maintenance regime offered must be aimed at achieving minimum 90% uptime of the plant excluding the plant down time for preventive maintenance schedule.
8. The Bare minimum activities/ work to be performed during AMC visit by Contractor's Service Engineer is furnished below;

Sl.No	Item	Activity
A	HYDRAULIC PUMP WITH POWER UNIT	(i) Check for any hydraulic & lubricating oil leakages, and attend if necessary. (ii) Check the Engine oil in the Engine sump and top up/replace if necessary. (iii) Check the hydraulic oil level and top up/replace

		<p>if contaminated.</p> <p>(iv) Clean the carburettor if necessary</p> <p>(v) Clean the Air filter and replace if necessary</p> <p>(vi) Check performance of the Power pack by operating the cutter and spreader</p> <p>(vii) Check the rewind starter rope condition.</p> <p>(viii) Check the condition of power pack hand valve.</p> <p>(ix) Start the Power unit and observe any abnormal sound.</p> <p>(x) Check all fastening like bolts and nuts of Power unit.</p> <p>(xi) Check all safety covers, all available in perfect condition</p> <p>(xii) Clean or replace spark plug.</p> <p>(xiii) Check the condition of coupling.</p>
B	CUTTER	<p>(i) Check for any hydraulic oil leakages through oil seals & couplers and attend, if necessary.</p> <p>(ii) Check the performance of the cutter by cutting 12 mm MS/SS rod.</p> <p>(iii) Check for damages of hydraulic hose pipe</p> <p>(iv) Check the condition of cutter blades if any wear & tear found, replace.</p> <p>(v) Check the handle condition if any damages replace.</p> <p>(vi) Check all fittings and tighten if found loose.</p> <p>(vii) Check the condition of coupling</p>
C	SPREADER	<p>(i) Check for any hydraulic oil leakages through oil seals & couplers and fittings etc. and attend, if necessary</p> <p>(ii) Check the performance of the spreader.</p> <p>(iii) Check for damages of hydraulic hose pipe.</p> <p>(iv) Check the condition of spreading tips, if any wear & tear found, replace.</p> <p>(v) Check the handle condition if any damages replace.</p> <p>(vi) Check all the fittings and tighten, if found loose.</p> <p>(vii) Check the condition of coupling.</p>
D	COMBINATION TOOL	<p>(i) Check for any hydraulic oil leakages through oil seals & couplers and fitting etc and attend, if necessary.</p> <p>(ii) Check the performance of the combination Tool by cutting 12 mm MS/SS rod and spreading.</p> <p>(iii) Check the performance of the combination Tool.</p> <p>(iv) Check for damages of hydraulic hose pipe.</p> <p>(v) Check the condition of blades, if any wear & tear found, replace.</p> <p>(vi) Check the handle condition if any damages replace.</p> <p>(vii) Check all the fittings and tighten if found loose.</p> <p>(viii) Check the condition of coupling.</p>
E	RAM	<p>(i) Check for any hydraulic oil leakages through oil</p>

		seals & couplers and attend, if necessary (ii) Check performance of the rescue ram under No load. (iii) Check for any damages/scratches on ram piston, if found attend/replace it.
F	HYDRAULIC HOSES	(i) Check for any hydraulic oil leakages, and attend if necessary. (ii) Check the performance of the hydraulic hoses by operating with spreader and cutter. (iii) Check for any structural damages if found attend.
G	PUMP	(i) Check the hydraulic oil level in the tank and top up/replace if necessary. (ii) Check the performance of the hand pump by operating the Spreader/cutter / Rescue Ram. (iii) Check any leakages from hand pump piston, if found attend it.

E. Duration of contract and No. Visit:

1. This contract is for Non-Comprehensive Annual Maintenance for a period of three years from the date of starting of work for the Hydraulic Rescue Device at Erode at site.
2. The AMC visit should be once in every three months i.e 4 No's of visits per year (quarterly basis) with a flexibility of +/-5 days from the previous AMC visit.
3. Complaints shall be lodged by railways by fax, e-mail or per bearer at address given by firm. The responsibility to keep the failure reporting address details current will rest with the contractor. The Contractor shall arrange to provide the name of authorized representative along with contact details like telephone, fax, mobile phone numbers who shall be in touch with railway administration and co-coordinating with consignees.
4. In case Preventive maintenance is carried out along with breakdown maintenance schedule; preventive maintenance time will be deducted from the breakdown time of the plant.
5. The HRD being the Emergency Rescue Equipment will be called instantaneously to attend an accident in which case the SPART/ART consisting HRD have to move to the accident site. In such cases, even though confirmation has been given by the Railway about the availability of the HRD equipment for a planned scheduled maintenance visit in advance, it may not be possible to make HRD available for maintenance. If HRD is not available when the service engineer arrives at respective location due to above reasons, the Service Engineer should either stay back till the arrival of SPARMT/ART consisting HRD or he should visit again later on for the same visit without any extra cost.
6. In case, all the visits could not be done in time due to non-availability of the HRD or due to unforeseen reasons on the part of Railways, the Railways reserve the right to adjust these visits on other convenient dates or close the contract without these visits and in such case no payment will be made towards these unattended visits.
7. The firm should send a Competent Service Engineer with enough Technicians, who can diagnose the routine problems, faced by the user and can rectify the same within a

- short time. Sending a Technician without proper Tools and equipment's should be avoided.
8. Any visit for warrantable failure of the repaired/renewed sub-assemblies during AMC will not be reckoned as AMC visit.
 9. Released materials are to be returned to Railways.
 10. Proper records are maintained to record schedules attended.
 11. If any material is required to be sent at supplier workshop, transportation for the same will be arranged by the Railway to deliver and collect the equipment from the supplier service centre. However local transportation shall be borne by the contractor.
 12. Contractor should maintain adequate stocks of Spare Parts of HRD and Hydraulic cutter at their warehouse for routine maintenance and accidental damage.

F. Breakdown Visit & Response time:

Any breakdown/failure shall be treated as a priority issue. The contractor shall attend the failure call within 48 hours of its reporting and ensure complete rectification within 72 hours from the time of intimation. All such repairs/replacements required for restoration shall be carried out free of cost during the contract period.

G. Warranty:

1. The scheduled maintenance activities carried out on the HRD set is required to be guaranteed till the next scheduled visit and further three months for the final schedule visit for trouble free performance of the equipment and also against the manufacturing defects of the spares replaced, for a period of one year from the date of replacement and fitment on the HRD set for the spare parts supplied by Railways procured from OEM through the contractor/OEM.
2. In case of failure of newly fitted components due to defective workmanship, the contractor has to replace the components/spares free of cost and the similar guarantee of one year will be applicable to the replaced spare from the date of such replacement and fitment.
3. Any physical damages to the components which are not attributable to the firm are not covered under AMC and such components shall be replaced by the firm on payment by the Railways. Firm shall quote the Spares price list while participating in Tender.

H. Inspection:

1. All inspection, both at site and at contractor's premises will be done by the authorized representative of Railways.
2. If any major component is required to be taken to the service center, a joint inspection will be done by the authorized representative of the Railway and the contractor to assess the materials required for the component.
3. Joint Inspection of material supplied by the contractor will be done by the contractor & Railway to ensure the quality of work and conformity of specification before starting the fitment & commissioning work.
4. After completion of work, there will be joint inspection between the representative of Railways and contractor for the following:
 - a) Quality of work and quantity of materials as per work of scope.

- b) Working of the equipment after repair/schedule.
- c) Date & time of completion of work shall be recorded in the inspection report.

I. PAYMENT:

The payment of the scheduled visits will be made to the contractor after each visit and on-submission of the bill along with the following documents.

- a) The Jointly signed Inspection Service report.
- b) Invoice with GST filed copy
- c) Manpower Details, released material handover to Railways (if applicable)
- d) Penalty Statement signed by CDO & nominated SSE.
- e) Shramik kalyan Details (if applicable)
- f) Service & Breakdown Register copy.
- g) Income tax plus surcharge on income tax as applicable at the time of billing shall be deducted from the bills and works contract tax as applicable on total contract cost will also be deducted as per extant rules.
- h) The associate Accounts officer (Sr.DFM/SA) shall be the bill paying authority.
- i) GST has been calculated at @18%, but shall be paid at per prevailing rate and as per applicable and asper guidelines of Railway.
- j) **The Bills and all other correspondence will be processed only through IRWCMS only.**

J. PENALTY:

1. Penalty shall be levied on the tenderer for maintaining plant uptime below the limit of 90% calculated on working days basis, after discounting for grace period and preventive maintenance period. Penalty shall be calculated as %age of quarterly payment and will be deducted from the respective quarterly payments. Penalty calculation will be done over quarterly payment period.

S.No	Availability slab	Applicable Penalty
1	90% to 80%	0.5% for every 1 %(or part thereof) reduction in availability of plant below 90%.
2	Below 80%	1% for every 1 %(or part thereof) reduction in availability of plant below 80%.

2. The contractor should take all care to avoid breakdown of equipment. In case of emergencies, the Service Engineer should attend the machine within 48 hours of being intimated for the same and rectify the failure within 72 hours from the time of intimation. If not attended within stipulated time, a penalty of Rs 2000/- per day (i.e Rs. 83.33 / Hr) will be applicable subject to a limit of 10% of the quarterly payment. Intimation for emergency call will be made by the consignee to the contractor's representative through WhatsApp/Telegram/sms/Email to attend the breakdown call.
3. A penalty of Rs. 2000/day will be levied on contractor, if he fails to attend the scheduled quarterly maintenance visit as per the condition mentioned at clause D 1&2 under Scope of work subject to a maximum limit of 10% of the quarterly payment.

K. OTHER TERMS & CONDITIONS OF CONTRACT:

1. The contractor will not claim any additional charges towards fitment of the spares, expenses of service Engineer e.g lodging, boarding to and fro conveyance for the quarterly, additional and any emergency visit.
2. Plant up time of less than 60 % for two consecutive quarters will constitute complete failure of contractor to provide the AMC services successfully and will result in forfeiture of AMC BG, besides other action like noting adverse performance of the contractor for future tenders and their offers in the subsequent tenders will not be considered for placement of any order. This will be in addition to penalty clause mentioned above for the period of actual performance.
3. The service register should be kept with the Authorized representative of Railways and shall be duly entered and signed by the service Engineer for each visit for attending the machine during AMC, emergency calls, replacement of spares etc. as and when the need arises.
4. Railway will issue a certificate in terms of joint note as a token of satisfactory service given by the service Engineer.
5. Railway will not be responsible for any fault in the machine arising out of maintenance work or for any fault in the machine arising AMC period for which contractor will not claim liability on Railways.
6. All the defective/unusable materials and part released from the machine will be handed over to the Authorized representative of Railway.
7. The cancellation of the contract may be either for whole or part of the contract at Railway's option. Railways may terminate the contract at any time during the contractual period by giving 7 days notice to the contractor in writing.
8. Railway will supply spare parts of HRD set from OEM only. The contractor/service Engineer shall be handed over spare parts for fitment in HRD equipment. The contractor/Service Engineer should satisfy himself about authenticity of the spares and on no account spare parts from OEM may be rejected, unless otherwise proved.
9. The spares supplied by Railway should be fitted in HRD equipment by the contractor/service Engineer with proper workmanship in case of any such failure penalty as per clause I will be applicable.
10. The maintenance should be carried out at site only. In case if it is felt necessary to take away any part/assembly to the contractor's works for repair/calibrations etc., the prior permission from the competent authority will be obtained ensuring safeguard of Railway interest.
11. Contractor's personnel will follow all security procedures as prescribed by railways for entry of personnel(s) or bringing in or taking out the material (s) concerning this contract.
12. As per the rate schedule enclosed as Annexure-I, Price variation (PV) clause shall not be applicable to this contract. No claim on account of PV shall therefore be entertained under any circumstances.
13. It shall be obligatory to Contractor/contractors to furnish the names and particulars viz., Home/address/permanent address, police station, district of the personnel /supervisors employed by him/them to the Railway Administration related to the incumbent to the

extent of necessity for entrance to the Railway premises at site to facilitate the identification of the person/persons so employed. In cases of irregularities, the contractor /contractors shall also be responsible for the conduct of the staff employed by him.

14. The tenderer shall always depute competent service Engineer who can diagnose the problems reported by user and rectify the same within shortest possible time. During such visits the firm's personal shall bring proper and necessary tools and equipment's required for such maintenance attention.
15. Railway administration will not be liable to pay any compensation, whatsoever, for the staff/technicians of the contractor involved in any accident at site at any time should such eventuality takes place.

L. Statutory deductions:

1. Income tax: Income tax will be deducted at source including the surcharge, if any, at the rates notified by the Income Tax Department from time to time and TDS certificate will be issued in Form No. 16 for such deductions in each bill.
2. Other taxes / levies: All rates quoted in the tenders shall be deemed to be inclusive of all type of taxes excluding GST, duties, royalties, octroi, cess, Municipal taxes etc. payable by the contractor to the Govt. or any public body and no additional amount/rate or claim will be entertained on this account by the Railways. Also no claim whatsoever will be accepted by Railways on account of revision of tax rates, new taxes of statutory nature by State / Central Govt.

M. Electronic Fund Transfer system:

In view of the introduction of Electronic Fund Transfer system by Railways for making payments to contractors you are requested to submit the following details.

Name of Bank, Address of bank, Type of Account (SB/Current/OD), Account No. & Bank MICR Code No. The mandate to be attested by bank Manager concerned and photo copy of the cancelled cheque may also be submitted to this office. On receipt of the above data, the individual NEFT/ECS number for your firm will be advised. It should be ensured that the above EFT number is quoted when bills are submitted.

- N. Any items of work carried out by the contractor on the instructions of Senior Divisional Mechanical Engineer, Salem which is not included in the accepted schedule of rates, shall be executed at the rates agreed upon between Senior Divisional Mechanical Engineer, Salem and the contractor before the execution of such items of work and the contractor shall be bound to notify the Senior Divisional Mechanical Engineer, Salem at least 7 days before the necessity arises for the execution of such items of work that the accepted schedule of rates does not include a rate or rates for the extra work involved. The rates payable for such items shall be decided at the meeting to be held between the Senior Divisional Mechanical Engineer, Salem and the contractor in as short a period as possible after the need for the special items has come to the notice. In case the contractor fails to attend the meeting after being notified to do so or in the event of no settlement being arrived at, the Railway shall be entitled to execute the extra works by other means and the contractor shall have no claim for loss or damage that may result from such procedure. Provided always, that if the contractor shall commence work or incur any expenditure in regard thereto before the rates shall be determined as lastly hereto for mentioned then and in such a case the contractor shall only be entitled to be paid in respect of the work carried out or expenditure incurred by him prior to the date of determination of rates as aforesaid

according to the rates as shall be fixed by the Senior Divisional Mechanical Engineer, Salem.

O. Schedule of Rates & Description of Work is furnished below:- (Annexure-1)

Schedule	Sl.No	Description	Qty	Unit Rate including GST @ 18%	Total
1	1 A	Annual Maintenance Contract for 1 st Year (4 visits/Year)	1 No.	3,77,600/-	3,77,600/-
2	1B	Annual Maintenance Contract for 2 nd Year (4 visits/Year)	1 No.	4,15,360/-	4,15,360/-
3	1C	Annual Maintenance Contract for 3 rd Year (4 visits/Year)	1 No.	4,56,896/-	4,56,896/-
Total Cost in Rs.					12,49,856/-

P. CONTRACT PERIOD:

The contract period will be Three years from the date of commencement of work.

Q. DUE TO UNSAFE WORK:

- In the event of accident at the work site, on account of contractor's negligence or the negligence of his men, penalty up to an upper limit of the 10% of the total cost of the work shall be imposed on the contractor.
- Railway administration reserve, the right to terminate the contract with immediate effect if the contractor is found responsible for causing an accident, without giving any further notice/notices to the contractor.
- In the event of contractor starting the job without proper supervision, causing an accident, he may be prosecuted under Railway Act for unlawfully interfering with the Railway track and the contractor should bear the actual losses, compensation with damages to the Railway property.
- For movement of materials, tools & plant along with labors for crossing track should be carried out strictly in presence and supervision of SSE/C&W/ED or his authorized representatives.
- In addition to the above, the other Terms and conditions as per the GCC Work 2022 (Amendment & updated from time to time) are also applicable.

Consignee's Certificate for Quarterly Work Done under AMC

1. Name of plant:
2. Consignee
3. LOA/Agreement No:
4. Name of Contractor
5. Quarterly Charges for AMC as per LOA condition in Rs.
6. Quarter for which bills are preferred: AMC YearVisit No.....From..... To.....
7. Number of Breakdown during the Quarter:
8. Calculation of Penalty and Net AMC Charges payable to Contractor for the Quarter;
 - I. Total Plant Down time in days:
 - II. Standard down days for preventive maintenance(in days/quarter):
 - III. Total Grace Period for breakdown:
 - IV. Net down time for the plant $[(i) - \{(ii) + (iii)\}]$:
 - V. 100% availability for the quarter(in days):
 - VI. Actual Availability $[(v) - (iv)]$:
 - VII. Actual Availability in %age $[\{(vi) / (v)\} \times 100]$:
 - VIII. Calculation of Penalty:
 - A. As per Penalty Clause J.1 (Plant Down Time)
 - a. %age Availability below 90% to 80%:
 - b. %age Availability below 80%:
 - c. Penalty $[\{(vii\ a) \times 5 \times 0.005 + (vii\ b) \times 5 \times 0.01\}]$:
 - B. As per Penalty Clause J.2 (Breakdown Visit)
 - a) Number of Hours (a) / days (b) taken for Work completion after 72 hrs from intimation :
 - b) Penalty in Hrs : $a \times 83.33/\text{Hr}$
 - c) Penalty in days : $b \times 2000/\text{day}$
Subject to maximum of 10% of Quarterly payment.
 - C. As per Penalty Clause J.3 (AMC Visit)
 - a) Number of days (y) in delay for not attending AMC visit within +/- 5 from previous AMC visit:
 - b) Penalty in Days : $y \times 2000/\text{day}$
subject to a maximum limit of 10% of the quarterly payment.
 - IX. Net Amount Payable as AMC Charge to : $[(5) - \{(viii\ A(c) + viii\ B(c) + viii\ C(b)\}]$

S

SATHISHKUMAR

Digitally signed by S
SATHISHKUMAR
Date: 2026.06.10 11:48:48
+05'30'

Details of Hydraulic Rescue Device

Ref:

2017

COFMOW/IR/S-8063/P-2/G-602911 DATED : 01.05.2021

Sl No	Description	Quantity	Serial number
1.	PUMP SR 20PC 2	1	1296175HH✓
2.	Foot pump FTW 1800 C	1	1297925HH✓
3.	Spreader SP 4241 C	1	1298602HH✓
4.	Cutter CU 4055 C NCT II	1	1297562HH✓
5.	Combi tool CT 4150 C	1	1298218HH✓
6.	Ram RA 4321 C	1	1296414HH✓
7.	Hose reel HR 4520 COB	1	1298109HH✓
8.	Hose reel HR 4520 COB	1	1298111HH✓
9.	Core hose C10 OU	1	17045199✓
10.	Core hose C10 OU	1	17045194✓