

Special Terms and Conditions for ATVM kiosk

1.	Scope of work	Supply, Installation and Commissioning of ATVM Kiosk, [detailed specifications as per Annexure A] along with comprehensive warranty. The scope Includes: supply of main equipments along with free onsite warranty for months from date of installation.
2.	Inspection	TPI as per Railway Board's letter No. 2022/RS(G)/779/8/Pt. 1(E3424266) dated 15.03.2023.
3.	Delivery Condition	Delivery period should not be more than 45 days from the date of issue of PO. The list of stations for installation and commissioning of ATVMs is enclosed herewith.
4.	Commissioning of the work	Commissioning of the work should be done within 15 days from the date of delivery. The list of stations for Installation and commissioning of the ATVM kiosk is enclosed herewith.
5.	Final Commissioning Certificate	<p>After installation, commissioning and acceptance of the ATVM Kiosk at site/Railway Stations, a Final Commissioning Certificate shall be issued on the basis of performance report by the station incharge/CBS/SS/CMI. The final commissioning certificate shall comprise the following:</p> <ol style="list-style-type: none"> 1. Successful functioning of ATVM Kiosk and its compatibility with related subsystems (SMC & RFID card reader) as well as compatibility with CRIS application for continuous 7 days from the date of commissioning is termed as date of acceptance. 2. The warranty period shall be calculated from the date of installation of ATVM machine and its related subsystems.
6.	Comprehensive Warranty	<p>The onsite comprehensive warranty shall be for a period of 36 months from the date of installation of ATVM Kiosk. The installation, commissioning and warranty service support shall be the responsibility of the vendor and OEM jointly. A certificate to this effect has to be submitted by Vendor and OEM jointly. The warranty shall cover the following:</p> <ol style="list-style-type: none"> 1. During the warranty, the vendor shall replace/repair all parts of ATVM Kiosk at zero cost to Railways irrespective of their codal life and any environmental condition. 2. 24x7 support at all locations. 3. Equipment should be attended within 8 hours of lodging complaint at site. If the equipments are not attended in time, Penalty shall be charged @ Rs. 500 per day or part thereof and shall be deducted from the bills/BG. 4. All parts shall be included in the warranty period. 5. In case the quality of the service is not satisfactory and equipments are not attended in time, Railway has the right to forfeit the BG. 6. Preventive maintenance (PM) of the SMC terminals and RFID card readers shall be done by the vendor at least once in a month, for which Preventive Maintenance Schedule should be submitted to stations in advance. The previous month's PM compliance report should be submitted to Railway Authority in the first week of every month by the vendor. The Preventive Maintenance should cover the following activities: <p>a) Complete overhauling, cleaning, repairing of ATVM Kiosks.</p> <p>b) The vendor's maintenance engineer should obtain Signature, Name, Designation, Date and Seal of the CBS on the PM Report. If the ATVM Kiosk</p>

		<p>remain non-functional, the CBS should indicate in the PM report with reason thereof.</p> <p>c) In case the vendor is unable to repair/replace the equipment within 5days of its breakdown, the reason for non-repair of the equipment should be given by the vendor in writing. In such case, the Railway reserves the right to get the ATVM Kiosk repaired from any other source, and the cost of such repairs shall be recovered from the vendor's Bill/BG.</p>
7.	Payment Terms	<p>1. 80% of the value of the equipment supplied shall be paid by the consignee on receipt of material in good condition and upon furnishing the following documents:</p> <ol style="list-style-type: none"> 1) Power On Test certificate on receipt of complete equipment in good condition. 2) Inspection certificate by third party 3) Submission of non-degenerative PBG as per extant instructions of Govt. of India for a period of 6 months beyond the last date of Comprehensive warranty of last installed ATVM Kiosk. The warranty of equipment shall start from the date of as per para No. 5 above. <p>2. Balance 20% shall be paid after installation and commissioning of the complete equipments to the satisfaction of the consignee and up to furnishing the following documents:</p> <ol style="list-style-type: none"> 1) Final Certificate of successful commissioning of complete equipments issued by the consignee or two years from the date of supply, whichever is earlier. 2) Submission of ePBG for 10% contract value and confirmation of non-degenerative PBG as per extant instructions of Govt. of India for a period of 6 months beyond the last date of Comprehensive warranty of last installed ATVM Kiosks.
8.	Proof of Certification	<ol style="list-style-type: none"> 1. ATVM Kiosk manufacturer should be such whose equipments are currently successfully operational over Indian Railways. 2. The equipments should be rugged and to be able to work properly in high humidity environment i.e. during monsoon/winter period.
9.	Support Manuals	One set of manuals & support documents with each equipment shall be made available. All the hardware must be accompanied by original documents and full set of accessories given by the manufacturer. Any software for installation of the equipments shall be supplied on a CD.
10.	Authorization	<p>Vendor should submit OEM's authorization letter for supply of the equipments and for service support during 3 years warranty.</p> <p>MAF for the particular tender should be submitted for all the major components used in the equipment and for service support during 3 years warranty</p>
11.	Installation	The installation of the machines shall be subject to passenger footfall at the stations. Any future relocation or installation of the machines shall be carried out at the vendor's expense, as and when required by the Railway administration.