

**ANNEXURE - I**

**PROFORMA FOR AUTHORITY FROM OEMs (Original Equipment Manufacturers)**

**(To be submitted by bidder if they are authorized representatives of an OEM)**

No.....

dated.....

To,

Sr. Divisional Materials Manager,  
Eastern Railway, Sealdah  
Kolkata- 700 014.

Dear Sir,

**Sub: - ER's Tender No.....**

We ....., an established and  
reputable manufacturer of .....  
.....having factories at ..... and offices  
at ..... do hereby authorize  
M/s .....(Name and address of Agents) to  
represent us, to bid, negotiate and conclude the contract on our behalf with you against  
Tender No. ....

Yours faithfully,

(Name.....)

for & on behalf of

M/s .....

(Name of Manufactures)

Note: This letter of authority should be on the Letter-Head of the manufacturing concern and  
should be signed by a person competent and having the power of attorney to bind the  
manufacturer.

## ANNEXURE - II

### WARRANTY

We warrant that the Smart Card operated Ticket Vending Machines (ATVMs) to be supplied by us hereunder shall be brand new, free from all encumbrances, defects and faults in material workmanship and manufacture and shall be of the highest grade and equally consistent with the established and generally accepted standards for material of the type ordered shall be in full conformity with the specifications, drawings or samples, if any, and shall operate properly. We shall be fully responsible for its efficient and effective operation. This warranty shall survive inspection of and payment for and acceptance of the Smart Card operated Ticket Vending Machines (ATVMs) but shall expire thirty-six (36) months from the date of successful commissioning of the final machine installed over ER against the order/contract after their successful installation and acceptance by the consignee or 42 months from the date of completion of supply of Smart Card operated Ticket Vending Machines (ATVMs) whichever is earlier. However, condition for warranty for 42 months is applicable only in case of delay in commissioning is on account of Railways/CRIS and not on account of bidder (s).

We also warrant that the function contained in the system software if any will meet the manufacturer's specification together with any clarifications given by us and that the operation of these firmware will be uninterrupted and error free and all software defects, if any will be corrected by us.

The obligations under the warranty expressed above shall include all costs and taxes relating to labour, spares maintenance (preventive and unscheduled) and transport charges from site to manufacturers works and back and for repair/adjustment or replacement at site of any part of Smart Card operated Ticket Vending Machines (ATVMs) which under normal care and proper use and maintenance proves defective in design, material or workmanship or falls to operate effectively and efficiently or conform to the specifications and for which notice is promptly given by the purchaser to the supplier.

Signature of the Witness

For and on behalf of  
[Insert Bidder's Company Name]:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Official E-mail Id: \_\_\_\_\_

Date: \_\_\_\_\_

[Official Company Seal/Stamp]

*(Must be signed by the Authorized Signatory of Bidder's Company)*

**Undertaking & Mandatory Declaration by the Tenderer/OEM**

*(To be executed on Company Letterhead and submitted with the Technical Bid)*

To,

Sr. Divisional Materials Manager,  
Eastern Railway, Sealdah  
Kolkata- 700 014.

Dear Sir,

Sub: - ER's Tender No.....

**Name of Work: Supply, Installation, Testing & Commissioning, and 03 Years of Comprehensive Onsite Warranty & Support Services of Smart Card Operated Ticket Vending Machines (ATVMs) over Sealdah Division.**

**DECLARATION & UNDERTAKING**

I/We, \_\_\_\_\_ (Name of Authorized signatory), acting as the legally authorized representative of M/s \_\_\_\_\_ (Name of the Tenderer/OEM Company), do hereby solemnly affirm, declare, and undertake absolute compliance with ATC's Special Condition of Contract (SCC) Clause 11 regarding Pre-Dispatch Integration and Factory-Level Fitment of Commercial Advertisements on ATVM Kiosks, and state as follows:

1. Acceptance of Commercial Publicity Rights: I/We explicitly accept the absolute right of the Railway Administration to utilize the exterior front panel space (550 mm × 500 mm) below the CPU tray of the ATVM kiosk for commercial advertisements. We declare that we shall raise no commercial or legal objections regarding the advertisement media or branding authorized by the Railways.
2. Compliance with Factory Access and Production Timelines: I/We undertake to provide unhindered factory floor access, dedicated workspace, and basic testing utilities to the Railways' Authorized Advertising Agency/Licensee at our manufacturing/assembly premises. We certify that a minimum of 7 working days has been factored into our production-to-dispatch pipeline to accommodate this integration without causing any delays to the final delivery schedules.
3. Adherence to Engineering and Technical Boundaries: I/We declare that our engineering team will actively coordinate with the authorized advertising agency to ensure that the physical fitment of screens/panels preserves the kiosk's IP 21 or higher ingress protection standard, keeps the internal operational temperature strictly below 45 degree C and stays completely isolated from core ticketing circuitry.

4. Acceptance of Financial Terms and Reversion Safeguards: I/We unconditionally agree that all costs for the core ATVM parameters (including the mandatory 5 AMP/6 AMP MCB) are fully absorbed within our comprehensive bid price. We acknowledge that any additional costs resulting from custom advertising requests shall be recovered directly from the Advertising Agency. In the event of non-payment or default by the advertiser within 48 hours of demand, we accept our right to revert to manufacturing the standard flat-panel kiosk as per Annexure-A3 at a cumulative extra cost of zero to our firm, without pausing the delivery or Pre-Dispatch Inspection (PDI) timeline.
5. Submission to Railway Arbitration: I/We explicitly agree that any operational or technical dispute arising on our shop floor between our firm and the advertising agency shall be referred to the Senior Divisional Commercial Manager (Sr. DCM), whose decision shall be absolute, final, and binding on our firm. We undertake that no ongoing dispute shall be used as a ground to halt production, withhold factory access, or delay delivery of the machines.
6. Absolute Validity of Comprehensive Warranty: I/We solemnly declare that the factory-level integration, mounting, or power-tapping executed for the advertisement setup under this clause shall not, under any circumstances, invalidate, dilute, or void the 03 years Comprehensive Onsite Warranty & Support Services mandated under Annexure-C of this contract. Our firm remains entirely liable to service, repair, and maintain the ATVM kiosks for the entire 3-year tenure.

Deponent / Authorized Signatory

*(To be signed by the person authorized by the Board of Directors/Power of Attorney)*

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company Seal / Stamp: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Witness 1:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Witness 2:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

**ANNEXURE-IV**

**(To be executed on Company Letterhead by respective OEMs of the subcomponents and by the OEM of ATVM)**

**TECHNICAL COMPLIANCE SHEET**

METAL/ FIBER ENCLOSURE					
<b>Make:</b> <b>Model:</b> <b>Name of the Manufacturer (OEM) of the Component:</b>					
Sl no.	Items	Required Specification	Offered Product's Specification	Compliance (YES/ NO)	Deviation
1	Floor Clamping	Floor Clamping			
2	Type	Aesthetically rugged, well designed, Sturdy, Durable. Made of High-grade sheet steel powder coated cabinet with cooling fans, mounting accessories, internal power distribution arrangements with shock proof. It should be IP 21 or higher standards compliant.			
3	Dimensions	W x D x H (As per Annexure-A3)			
4	Color	RAL 3000 & RAL 7001			
5	Enclosure doors	Outlet sheet metal structure with necessary doors with mechanical lock to access all the devices. The door should open at the front of the kiosk.			
6	Base support	The kiosk Base support should be in metal frame and should have necessary arrangement for floor Clamping.			
7	Coating	The kiosk should be powder coated and rust free.			

8	Sockets	The Kiosk should have required number of socket for spike proof supply.			
9	Cooling System	Should have necessary cooling mechanism to maintain the internal temperature of kiosk below 45°C.			
10	Ticket Printer	Printer should be enclosed inside a separate box with door having lock. It should be placed over a trolley.			
11	UPS	The kiosk should have UPS with 30-40 minutes backup (throughout the warranty period) and should be fitted at the bottom on different compartment. SMF (Sealed Maintenance Free) battery must be used for the UPS. UPS should have soft shut facility (UPS goes online when power returns).			
12	Speaker	Two speakers with sound range of 60-80 db(A) measured at 1 meter from source			
13	Lighting	The kiosk should have proper LED lighting arrangements inside the enclosure.			
14	Power Requirement for the kiosk	The ATVM Kiosk should operate on 230 Volts, Single Phase and should not consume current more than 5 AMPs. The kiosk should be fitted with Current surge protector MCB of 5 AMPs/6 AMPs Rating. The AC RMS voltage between Earth and Neutral should not be more than 2 Volts.			

KIOSK PROCESSING UNIT					
<b>Make:</b> <b>Model:</b> <b>Name of the Manufacturer (OEM) of the Component:</b>					
1	Processor	Quad core processor with base frequency of Min 1.1 GHz or above and Burst frequency of Min 2.4 GHz or above (Fanless model)			
2	Memory	4GB or above DDR3 or higher			
3	Flash/SSD/DOM memory	32 GB (16GB usable + 16 GB OP) or above usable MLC/3D-TLC SATA/mSATA/M.2/eMMC in primary slot or onboard primary			
4	Keyboard & Mouse	USB based 104/107 keys Mechanical keyboard and scroll mouse			
5	Power supply	Internal SMPS/External with 110~240 V, 50 Hz, automatic power-down Power Supply			
6	Monitor	1. 17" TFT Color monitor with Touch screen facility as per the Touch screen specification. 2. Pixel Pitch -0.27mm (or better) 3. Resolution 1280 x 1024 @ 60 Hz (Max) 4. Contrast Ratio-350: 1 (or higher) 5. Viewing Angle (H/V)- 140/110 (or better)			
7	Ports	Serial ports (DB 9 Pin) are required to connect all sub components with future expandability option for one more serial port. One Centronics printer port (only if printer is connected to parallel port) USB ports required to connect all sub			

		components with future expandability option for two more USB ports Built in 10/100 Mbps Auto sensing LAN Interface SVGA/HDMI port for Monitor			
8	Networking	TCP/IP with DNS, DHCP support Telnet, SCP, SSH, Cron Support for IPV6			
9	O/S and S/W embedded	64 bit embedded Linux (trimmed as per CRIS requirement) having kernel version 4.18.xx and above (4.xx..xx) OS Size should be less than 4 GB of onboard/primary flash memory. JRE version 1.6 and 1.8 or above Touch Screen Calibration Utility Menu based Local Terminal Configuration Utility Mozilla Browser latest version with interaction with peripherals devices lpr printing. PDF viewer with printing support.			
10	Compatibility	CRIS application made in Java / C++ Indian language Printing Support (e.g. Hindi, Telugu/Bangla etc.) API for interface for UPS as per Annexure A1			
11	Remote Manageable	Administrator be able to do a remote installation from a central location, management of operating system, updates, patches and application software of all thin clients- asset information.			



		Administrator should be able to Remotely control Network setting, Power options. Restart options.			
12	Security	Provision to enable / disable USB storage class with password Password protected setup for terminal configuration root password recovery module must be removed TLS version 1.3 or above supported by offered OS and browser.			
13	SNMP support	Community string: .<zone>.tc! Traps to be enabled: linkup, link down, cold start SNMP community version snmpv2c should return attributes: Host name, Mac-Address, OS and its version			
14	Regulatory compliance	Self-certified RoHS (Restriction of Hazardous Substances) compliance BIS Certification for Thin Client.			
15	Other OS Feature	Automatic Application Startup feature. (CRIS application should start and be visible on screen without any manual intervention.)			
16	Power Consumption	Thin client: 65 W or less Monitor: 30W or less			
17	Upgrades	Browser upgrade through patch - Twice a year TLS upgrade through patch - Twice a year			

SMART CARD READER					
<b>Make:</b>					
<b>Model:</b>					
<b>Name of the Manufacturer (OEM) of the Component:</b>					
1	General	ISO14443A Smart Card Reader with SAM 4 SLOTS for existing Mifare 1K classic cards & Desfire family Cards.			
2	Operating distance	Up to 100 mm			
3	FIFO depth (byte)	Physically must be 64 bytes, logically must be extended to 256 bytes			
4	Host interface	8 BIT or higher PARALLEL / SPI			
5	Interface frequency	13.56MHz			
6	Modulation & Data Coding	ISO14443A			
7	Baud rate	57600bps-N-8-1			
8	Thin Client to Reader Interface	RS 232			
9	Communication Standards	1. ISO14443-2, -3, -4 2. ISO7816 (T=1), Interface supporting standard Bit rates with options of supporting up to 1.5 Mbps			
10	Communication Protocols	MIFARE CLASSIC & T=CL			
11	Crypto Support	Should support MIFARE Crypto & Secure Non Volatile Internal Key Memory			
12	Security Feature	Should support high security Terminal with SAM's based on DES, TDES & AES with secure storage & secure downloading of keys			
13	Supply Voltage	12V			
14	Power down mode current typical [mA]	10			
15	Wake time [micro sec]	1000 (Host to Controller)			
16	Temperature	0°C to 50°C			

	Range				
17	Controller& Host communication	Should be able to open 1 single device serial interface for communication			
18	Enclosure	Should be enclosed in an enclosure made of durable heavy-duty material.			

TOUCH SCREEN					
<b>Make:</b>					
<b>Model:</b>					
<b>Name of the Manufacturer (OEM) of the Component:</b>					
1	Touch screen technology	Projected capacitive with protective glass			
2	Input methods	Finger or gloved hand activation only			
3	Operation Force	<0.1g			
4	Surface Hardness	Mohs >=7, Film as per ASTM D 3363-05(2011) e2 or equivalent standards			
5	Sealability	Seal should meet NEMA 3 & 12 or IP 54 or equivalent standards.			
6	Optical	Pure Glass			
7	Finish	Anti-Glare & Anti Reflective			
8	Resolution	<1mm			
9	Speed of response	<20 ms			
10	Operating temperature	0°C to 50°C			
11	Operating relative humidity	Non condensing, Relative humidity 0 to 90% up to 40°C or 80% @ 60°C			
12	Calibration	One-time calibration and should be stable, drift-free operation-for touch response that's always accurate, even in electrically noisy environments			
13	Positional accuracy	It should be less than 1.5% of reported position in recommended viewing area			
14	Light transmission	Up to 90%			
15	Expected life	Atleast 200 million touches at any one location. Durable, scratch-resistant glass surface			
16	Chemical resistance	should not be affected by household and industrial chemicals as per ASTM F 1598-95 or equivalent			

		standards			
17	Abrasion resistance	Glass front, unaffected by surface scratching.			
18	Water Resistance	Resistant to water droplets on the surface			
19	Impact Resistance	Meets UL-60950 and CSA C22.2 No. 60950 ball drop test (0.5 kg, 50 mm diameter ball dropped from height of 1.3 m)			
20	Weather	Resistant to snow, ice, rain, sleet, hail, wind, etc			
21	Regulatory Compliance	HALT/HASS, Rohs or equivalent			

TICKET PRINTER					
<b>Make:</b>					
<b>Model:</b>					
<b>Name of the Manufacturer (OEM) of the Component:</b>					
1	Print Method	Direct Thermal or Thermal Line			
2	Fonts	Special fonts for Railways. All vowel characters should be printed in italic.			
3	Character Size	Font A: 12x24			
4	Multi Language Support	With multi-lingual support, for Indian Languages with Hindi and English as default and other regional language support for future.			
5	Resolution	200 dpi or more			
6	Printing Speed	100 mm or more per sec			
7	Fast print response	Instant print operation, no warming up.			
8	Paper width	81 mm			
9	Printable width	77 mm			
10	Paper length	90 mm			
11	Printable length	86 mm			
12	Paper weight	100 GSM $\pm 2.5\%$			
13	Paper thickness	100 $\mu\text{m}$ $\pm 2.5\%$			
14	Paper type	Thermal			
15	Sensitivity side	Outside			
16	Paper feed speed	150 mm/s (Continuous paper feeding)			
17	Roll Capacity	Should have provision for a single roll supporting 500 tickets. Inner Dia of inner core is 38 mm $\pm 1\text{mm}$ & outer Dia of inner core is 45 mm $\pm 1\text{mm}$ . Total Dia of Thermal Roll is approx 98mm.			
18	Paper Cutter	Automatic & Integrated and High Speed			
19	Print Head Life	100 km paper length			
20	Cutter life	Minimum 0.7 million cuts with 100 gsm paper			

21	Paper loading	Printer should have feature of auto loading & auto adjustment of paper so that in any case, no ticket should be wasted and paper should be adjusted at its proper position. This should be designed in such a way that different length of ticket stock should be accommodated.			
22	Emulation	Epson Compatible (Epson ESC/P). Printer should support full command set of ESC/P.			
23	QR Code support	Support for graphics printing capability. It should omit carriage return command in between graphics printing			
24	Printer Monitoring & Status	Very comfortable & comprehensive monitoring program for checking & verifying all main printer functions (Paper out, printer cover open, power off/on) and status messages from the printer through Serial/Parallel/USB port. All these status should be returned in response of commands so that ticket printing application can be programmed to retrieve the status messages of the printer.			
25	Black mark recognition	To control printing & cutting of pre-printed tickets, Width of Black Mark: 81 mm; Height of Black mark: 4 mm.			
26	Sensors	Sensors for cover open paper out and ticket print status success/failure. In case of any manipulation / tampering with sensor, printer should not print ticket.			

27	Reliability (MCBF)	37 million lines			
28	Temperature	5°C to 45°C			
29	Humidity	10 to 90% RH			
30	Power Requirement	110 V to 240 V AC			
31	Usable Paper	Top Coated Thermal Paper			
32	Receive Buffer	45 bytes to 4 KB			
33	Interface	Bi-directional Serial/Bi-directional Parallel/USB			
34	Return status from Printer	<p>1. Serial interface:- Printer Ready-4126 (in hex), Printer not Ready - 4006 (in hex)</p> <p>2. Parallel interface:- Printer Ready - DF (in hex), Printer not Ready - 7F (in hex)</p> <p>3. USB Interface:- Printer Ready-18 (in hex), Printer not Ready-any other positive value (in hex)</p> <p>Printer not ready status should return in case printer is not able to print ticket due to paper out, cover open, head open or any other error.</p>			
35	Line Spacing	Default line spacing should be 1/8. It should also support 1/6 inch line spacing.			
36	Cover open behaviour	Printer to stop printing when printer cover is open. It should clear the remaining ticket buffer when power off or printer is open.			
37	Ticket length support	Printer must support printing of ticket with ticket length as per black mark (not as per fixed length) so that different length ticket stationary can be accommodated in the same printer.			
38	Paper guider	Printer should have paper guider to align the paper.			
39	Baud rate	In case of Serial interface, default baud rate should			



		be 38400.			
40	Thermal roll capability	Printer should support printing on thermal roll rolled on either side.			
41	CUPS capability	Printer should have capability of printing ticket through CUPS and through direct transfer of Text/Image to the port.			
42	Desirable Security Feature	Facility to monitor number of power on, number of auto cuts and number of times the printer is open. These numbers should be return in response of commands: Number of Cut: 1D4951 Number of Power ON: 1D4952 Number of Cover Open: 1D4953			

For and on behalf of [Insert ATVM OEM/ Subcomponent OEM's Company Name]:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Official E-mail Id: \_\_\_\_\_

Date: \_\_\_\_\_

[Official Company Seal/Stamp]

(Must be signed by the Authorized Signatory of the  
ATVM OEM/ Subcomponent's OEM)

**ANNEXURE-V**

[To be printed on the Primary ATVM OEM's Official Letterhead]

**OEM DECLARATION OF ATVM SUBCOMPONENTS AND MANUFACTURING  
DETAILS**

To,  
Sr. Divisional Materials Manager,  
Eastern Railway, Sealdah  
Kolkata- 700 014.

Dear Sir,

**Subject:** Declaration of Make, Model, Manufacturer Details, and  
Subcomponent Compliance for ATVMs.

**Reference:** ER's Tender No.....

I/We, the undersigned, duly authorized to represent and act on behalf of  
\_\_\_\_\_**[Insert  
Primary ATVM OEM Company Name]**, hereby declare the following details  
regarding the manufacturing and integration of the Smart Card Operated Ticket  
Vending Machines (ATVMs):

**1. OEM Statutory & Registration Details:**

Parameter	Details
Registered Company Name	
Registered Office Address	
UDYAM Registration Number	
UDYAM Enterprise Category	[e.g., Micro, Small, Medium]
GSTIN / PAN	

## 2. Manufacturing Premises Details:

*(Please provide the specific address where the ATVMs are integrated, assembled, and tested)*

Parameter	Details
Complete Address of Manufacturing Premises	
Authorized Contact Person & Details	

## 3. ATVM Subcomponent Details & Compliance Tracking

We confirm that the ATVM comprises the following physical subcomponents. The specific Make, Model, and actual Manufacturer details for each are declared below.

**(Note:** *If the Primary ATVM OEM is not the actual manufacturer of a subcomponent, the Technical Compliance Sheet signed by the actual manufacturer must be attached).*

S.No.	ATVM Subcomponent	Name of Actual Manufacturer	Make / Brand	Exact Model Number	Subcomponent Mfr. Compliance Sheet Attached? (Yes/No/NA)
1	Metal/Fiber Enclosure				
2	Kiosk Processing Unit				
3	Smart Card Reader				
4	Touch Screen				
5	Ticket Printer				

S.No.	ATVM Subcomponent	Name of Actual Manufacturer	Make / Brand	Exact Model Number	Subcomponent Mfr. Compliance Sheet Attached? (Yes/No/NA)
6	Keyboard & Mouse				

#### 4. Declaration & Undertaking:

1. I/We certify that the information provided above is true, accurate, and complete to the best of my/our knowledge.
2. I/We confirm that all subcomponents listed above meet or exceed the technical specifications outlined in the referenced contract/tender document.
3. **I/We declare that for all subcomponents where we are not the original manufacturer, we have procured the Technical Compliance Sheet directly from the respective Original Equipment Manufacturer (OEM) of that subcomponent, and the same are attached herewith as annexures.**
4. I/We understand that the ATVM is an integrated system, and as the Primary OEM, we take full responsibility for the overall warranty, maintenance, compatibility, and seamless functioning of all subcomponents, regardless of their individual original manufacturers.
5. I/We acknowledge that any false information or subsequent unauthorized alteration of subcomponent makes/models without prior approval may result in rejection of the equipment and cancellation of the contract.

For and on behalf of [Insert ATVM OEM Company Name]:

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Official E-mail Id: \_\_\_\_\_ [Official Company Seal/Stamp]

(Must be signed by the Authorized Signatory of the ATVM's OEM)

**ANNEXURE-VI**

**SUBCOMPONENT MANUFACTURER COMPLIANCE DECLARATION**

*(To be printed on the Official Letterhead of the Subcomponent Manufacturer. One sheet to be filled for each outsourced subcomponent)*

**To,**

Sr. Divisional Materials Manager,  
Eastern Railway, Sealdah  
Kolkata- 700 014.

Dear Sir,

**Subject:** Declaration of Subcomponent Compliance for ATVMs.

**Reference:** ER's Tender No.....

I/We, the undersigned, representing \_\_\_\_\_ **[Insert Subcomponent Manufacturer Company Name]**, hereby declare and certify that we are the original manufacturer of the following component being supplied to \_\_\_\_\_ **[Insert Primary ATVM OEM Company Name]** for integration into the ATVM kiosk:

- **Subcomponent Name:** \_\_\_\_\_ [e.g., Ticket Printer / Touch Screen]
- **Make / Brand:** \_\_\_\_\_
- **Exact Model Number:** \_\_\_\_\_

**Compliance Undertaking:**

We have reviewed the technical specifications required for the aforementioned subcomponent as per the referenced tender/contract document. We hereby confirm that the Make and Model stated above strictly complies with **100% of the technical parameters** requested, without any deviations.

*(Attach a detailed parameter-by-parameter compliance sheet as per **Annexure-IV**, product data-sheet & product brochures for this specific model)*

We further guarantee the availability of spare parts and technical support for this model for the full warranty/AMC period mandated by the contract.

For and on behalf of **[Insert Subcomponent Manufacturer Company Name]**:

Signature: \_\_\_\_\_

Name of Authorized Signatory: \_\_\_\_\_

Designation: \_\_\_\_\_

[Official Company Seal/Stamp and Date]

**STATEMENT OF PAST PERFORMANCE**

**(For the past three financial years and the current financial year  
till the date of bid submission)**

Sr. Divisional Materials Manager,  
Eastern Railway, Sealdah  
Kolkata- 700 014.

Dear Sir,

**Sub:** Details of Past Performance for similar works/supplies.

**Ref:** Tender / Bid No. \_\_\_\_\_ Dated: \_\_\_\_\_

I/We, the undersigned, hereby declare that we have successfully executed the following orders for the supply, installation, and commissioning of the same item (**supply, installation, testing and commissioning of Smart Card Operated Automatic Ticket Vending Machines (ATVMs) as per the Specifications attached with this bid**) during the past three financial years and the current financial year up to the bid submission date:

S. No.	Name & Full Address of the Purchaser / Consignee	Purchase Order (PO) / Work Order No. & Date	Ordered Quantity	PO Value (in Rs.)	Actual Date of Completion	CRN/ CRAC copy Attached? (Yes/No & Page No.)
1						
2						
3						
4						
5						

*Add additional rows as necessary.*

**Mandatory Declarations & Checklist for the Bidder:**

1. **Work Order Copies:** I/We confirm that clear copies of all the Purchase Orders (POs) / Work Orders listed above are attached.
2. **CRN/ CRAC for successful completion:** I/We confirm that the corresponding CRN/ CRAC issued for successful supply including installation and commissioning of the item for all listed orders are attached.
3. **Accuracy of Information:** I/We certify that the information furnished above is true and correct. I/We understand that if any of the information is found to be false or fabricated, our bid is liable to be summarily rejected, and our firm may face punitive action including blacklisting/debarment as per the law.
4. **Omission of Incomplete Works:** I/We have only included those orders for which the final work execution certificate has been formally received from the consignee. Ongoing works or orders without completion certificates have been excluded from this list to prevent disqualification.

For and on behalf of [Insert Bidder's Company Name]:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Official E-mail Id: \_\_\_\_\_

Date: \_\_\_\_\_

[Official Company Seal/Stamp]

(Must be signed by the Authorized Signatory of Bidder's Company)

**ANNEXURE-VIII**

**FORMAT FOR SUBMISSION OF COMPANY REGISTRATION & ISO  
CERTIFICATES**

**(To be submitted on the Letterhead of the Bidder)**

**To,**

The Sr. Divisional Materials Manager  
Eastern Railway, Sealdah,  
Kolkata - 700 014.

**Sub:** Details of Company Registration and ISO Certifications.

**Ref:** Tender No. \_\_\_\_\_

Dear Sir,

With reference to the above-mentioned tender, I/We hereby submit the details of our company registration and ISO certifications as mandated in the eligibility criteria. The self-attested copies of the corresponding documents are securely attached to this declaration.

**A. Company Registration Details**

- **Name of the Bidder / Firm:** \_\_\_\_\_
- **Type of Firm:** [Private Ltd. / Public Ltd. / Partnership / Proprietary]
- **Registration** \_\_\_\_\_ / **Incorporation** \_\_\_\_\_ **Number:** \_\_\_\_\_
- **Date of Incorporation/Registration:** \_\_\_\_\_  
(Must be >5 years from bid closing date)
- **Act under which Registered:** [Companies Act 2013 / LLP Act / Partnership Act etc.]
- **Documents Attached:** [MoA & AoA / Partnership Deed / Shop & Establishment Certificate]

**B. ISO Certification Details**

Certification	Certificate Number	Issuing Authority	Validity Till Date	Attached at Page No.
ISO 9001:2015				
ISO 27001:2013				



Certification	Certificate Number	Issuing Authority	Validity Till Date	Attached at Page No.
ISO/IEC 20000-1:2011				

I/We certify that the attached documents are true, valid, and have not been revoked or suspended as of the date of bid submission.

For and on behalf of [Insert Bidder's Company Name]:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Official E-mail Id: \_\_\_\_\_

Date: \_\_\_\_\_

[Official Company Seal/Stamp]

(Must be signed by the Authorized Signatory of Bidder's Company)

**FORMAT FOR NON-BLACKLISTING DECLARATION**

**(To be submitted on the Letterhead of the Bidder)**

The Sr. Divisional Materials Manager  
Eastern Railway, Sealdah,  
Kolkata - 700 014.

**Sub:** Undertaking regarding Non-Blacklisting / Non-Debarment.

**Ref:** Tender No. \_\_\_\_\_

Dear Sir,

I/We, \_\_\_\_\_ (Name of the Authorized Signatory),  
representing M/s \_\_\_\_\_ (Name of the Bidder), hereby  
solemnly affirm and declare that our firm/company/consortium has **not been blacklisted,  
banned, or debarred** by Indian Railways, any other Ministry/Department of the Government  
of India, any State Government, or any Public Sector Undertaking (PSU) from participating  
in tenders as on the date of opening of the bids.

I/We further understand and acknowledge that if this declaration is found to be false,  
concealed, or incorrect at any stage of the tender or contract execution, our bid/contract shall  
be liable for immediate termination under Clause 62 of the Standard General Conditions of  
Contract, our EMD/Performance Security shall be forfeited, and our firm may be subjected to  
punitive action as per the law.

For and on behalf of [Insert Bidder's Company Name]:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Official E-mail Id: \_\_\_\_\_

Date: \_\_\_\_\_

[Official Company Seal/Stamp]

(Must be signed by the Authorized Signatory of Bidder's Company)

**FORMAT FOR OEM BACK-TO-BACK AGREEMENT**

Back to Back Agreement, On Company letterhead

Dated: \_\_\_\_\_

To,  
The Sr. Divisional Materials Manager  
Eastern Railway, Sealdah,  
Kolkata - 700 014.

**Ref:** Tender No. \_\_\_\_\_

Dear Sir,

We \_\_\_\_\_ who are established and reputable manufacturers of \_\_\_\_\_ (name and description of goods) will provide the backend support including software upgrades and ensure availability of spares for a period of **05 years**. We will also be responsible for successful implementation of the offered products to ensure timely, efficient and optimized systems operations.

We shall be providing our service supports to M/s \_\_\_\_\_ from all our service centers located at remote site across India.

We confirm that in case of default in execution of this in this tender by, we shall take necessary steps in the execution of all supply orders placed on, in time as per tender terms, during empanelment period.

We also confirm that in case of default by in providing warranty support, we shall provide direct support at free of cost for items delivered by against this tender, for complete warranty period.

Yours faithfully

For and on behalf of [Insert \_\_\_\_\_ Company Name]:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Official E-mail Id: \_\_\_\_\_

Date: \_\_\_\_\_

[with Official Company Seal/Stamp] Note: This letter of authority should be on the letterhead of the manufacture and should be signed by a person competent and having the power of attorney to legally bind the manufacturer / service provider.

**ANNEXURE –XI**

**FORMAT FOR DOCUMENTARY PROOF OF LOCAL SUPPORT OFFICE**

(To be submitted on the Letterhead of the Bidder)

To,  
The Sr. Divisional Materials Manager  
Eastern Railway, Sealdah,  
Kolkata - 700 014.

**Sub:** Declaration and Documentary Proof of Local Support Office.

**Ref:** Tender No. \_\_\_\_\_

Dear Sir,

I/We hereby declare that M/s \_\_\_\_\_ (Name of the Bidder) possesses the necessary organizational infrastructure to provide prompt technical and maintenance support within the geographical limit of Sealdah Division / West Bengal.

The details of our Local Support/Service Center are as follows:

- **Complete Postal Address of Service Center:**

\_\_\_\_\_

- **Name of the Resident Engineer / Manager:**

\_\_\_\_\_

- **Contact Number (Mobile & Landline):**

\_\_\_\_\_

- **Official Email ID:** \_\_\_\_\_

**Proof of Local Office Attached (Please Tick):**

☐ Electricity Bill (Recent within 3 months)

☐ Telephone / Landline Bill (Recent within 3 months)

☐ Valid Rent / Lease Agreement

☐ GST Registration Certificate (Showing the above local address)

I/We agree that the Railway Administration reserves the right to physically inspect the aforementioned service center during the technical evaluation process to verify its functional status.

**Signature of Authorized Signatory:** \_\_\_\_\_

**Name & Designation:** \_\_\_\_\_

**[Company Seal]**

**ANNEXURE –XII**

**FORMAT FOR OS DEVELOPER CERTIFICATE / AGREEMENT**

(To be submitted on the Letterhead of the OS Developer / Bidder)

To,  
The Sr. Divisional Materials Manager  
Eastern Railway, Sealdah,  
Kolkata - 700 014.

**Sub:** Declaration regarding Operating System (OS) Customization and Support.

**Ref:** Tender No. \_\_\_\_\_

Dear Sir,

*(Strike out whichever is NOT applicable)*

**[OPTION A - If the Bidder is the in-house developer of the OS]:**

I/We, M/s \_\_\_\_\_, hereby certify that the Operating System (OS) provided over the thin clients of the ATVMs has been developed and strictly customized by us as per the Indian Railway requirements. We guarantee to provide comprehensive software support, including all necessary patches and firmware updates at no additional cost, for a period of **05 Years** from the date of final commissioning.

**[OPTION B - If the Bidder is NOT the developer, requiring an OEM Back-to-Back Agreement]:**

We, M/s \_\_\_\_\_ (Name of the OS Developer / OEM), hereby confirm that we are the original developers of the OS installed on the Thin Clients supplied by M/s \_\_\_\_\_ (Bidder Name). We confirm that we have entered into a back-to-back agreement with the bidder. We explicitly state and guarantee that we shall provide backend support, system updates, and firmware patches for the said OS for a period of **05 Years** from the date of product commissioning.

**For and on behalf of [OS Developer / Bidder Name]:** \_\_\_\_\_

**Signature of Authorized Signatory:** \_\_\_\_\_

**Name & Designation:** \_\_\_\_\_

**Date & Place:** \_\_\_\_\_

**[Company Seal]**

**ANNEXURE –XIII****FORMAT FOR ENGINEER CREDENTIALS & STATUTORY COMPLIANCE**

(To be submitted on the Letterhead of the Bidder / OEM)

To,  
The Sr. Divisional Materials Manager  
Eastern Railway, Sealdah,  
Kolkata - 700 014.

**Sub:** Declaration of Qualified Engineers and Statutory Compliances (ESIC/EPF).

**Ref:** Tender No. \_\_\_\_\_

Dear Sir,

I/We hereby certify that we have deployed the requisite technical manpower at our local service center to provide uninterrupted maintenance support for the Smart Card Operated ATVMs. We confirm compliance with the tender requirement of having at least **one qualified engineer per 20 ATVM locations** (Minimum **05 engineers** for this tender).

The details of the deployed qualified engineers, along with their ESIC and EPF particulars for the past three months, are as follows:

S.No.	Name of the Qualified Engineer	Designation / Qualification	Mobile Number	ESIC Registration No.	EPF UAN No.
1					
2					
3					
4					
5					
(Add rows as necessary)					

**Mandatory Attachments:**

1. Self-attested copies of Educational/Technical Qualifications for all listed engineers.
2. ESIC Contribution Challans/Receipts for the past 3 months.
3. EPF Contribution particulars/Receipts for the past 3 months.

I/We certify that all engineers listed above are on the direct payroll of our firm/company and are fully qualified to maintain, troubleshoot, and repair the offered ATVM kiosks.

For and on behalf of [Insert Bidder's Company Name]:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Official E-mail Id: \_\_\_\_\_

Date: \_\_\_\_\_

[Official Company Seal/Stamp]

(Must be signed by the Authorized Signatory of Bidder's Company)

**BIDDER SUBMISSION CHECKLIST****(To be duly filled, ticked, signed, and uploaded along with the Bid)****Tender / Bid No.:** \_\_\_\_\_**Name of the Bidder:** \_\_\_\_\_

I/We hereby confirm that we have meticulously prepared our bid according to the Additional Terms and Conditions (ATC) and have attached the following mandatory documents. I/We understand that failure to submit any of these documents may render our bid unresponsive and liable for summary rejection.

**SECTION A: MANDATORY ANNEXURES & DECLARATIONS**

<b>S.No.</b>	<b>Document / Requirement Description</b>	<b>Submitted? (Yes/No/NA)</b>	<b>Remarks</b>
<b>1</b>	<b>Annexure I:</b> Proforma for Authority from OEMs (If bidding as an authorized agent/representative).		
<b>2</b>	<b>Annexure II:</b> Warranty Undertaking (36 months onsite warranty / 42 months from supply completion).		
<b>3</b>	<b>Annexure III:</b> Undertaking & Mandatory Declaration regarding Factory-Level Fitment of Commercial Advertisements.		
<b>4</b>	<b>Annexure IV:</b> Item-wise Technical Compliance Sheet (Signed by Primary ATVM OEM and Subcomponent OEMs).		
<b>5</b>	<b>Annexure V:</b> OEM Declaration of ATVM Subcomponents and Manufacturing Details (from Primary ATVM OEM).		
<b>6</b>	<b>Annexure VI:</b> Subcomponent Manufacturer Compliance Declaration (from outsourced component manufacturers).		



S.No.	Document / Requirement Description	Submitted? (Yes/No/NA)	Remarks
7	<b>Annexure VII:</b> Statement of Past Performance (For the past 3 financial years and current year).		
8	<b>Annexure VIII:</b> Format for Submission of Company Registration & ISO Certificates.		
9	<b>Annexure IX:</b> Non-Blacklisting / Non-Debarment Declaration.		
10	<b>Annexure X:</b> OEM Back-to-Back Agreement (Required if bidder is not the OEM of subcomponents).		
11	<b>Annexure XI:</b> Documentary Proof of Local Support Office Declaration.		
12	<b>Annexure XII:</b> OS Developer Certificate / Agreement (In-house certificate or OS Developer Back-to-Back Agreement).		
13	<b>Annexure XIII:</b> Engineer Credentials & Statutory Compliance Declaration (ESIC/EPF).		

**SECTION B: PAST PERFORMANCE & ELIGIBILITY PROOFS**

S.No.	Document / Requirement Description	Submitted? (Yes/No/NA)	Reference Page No(s).
14	Copies of Purchase Orders / Work Orders proving execution of minimum 35% of tendered qty in a single order.		
15	CRN/CRAC issued for successful supply including installation and commissioning of the item..		

S.No.	Document / Requirement Description	Submitted? (Yes/No/NA)	Reference Page No(s).
16	Company Registration Proofs (MoA/AoA, Partnership Deed, etc. proving registration for >5 years).		
17	Self-attested copies of Valid ISO 9001:2015, ISO 27001:2013, and ISO/IEC 20000-1:2011 Certificates.		

### **SECTION C: TECHNICAL & MAINTENANCE PROOFS**

S.No.	Document / Requirement Description	Submitted? (Yes/No/NA)	Reference Page No(s).
18	Product Data-Sheets & Brochures (Attached with Annexure VI for respective subcomponents).		
19	Support Hierarchy & Complete Escalation Matrix of the bidder and Original Equipment Manufacturers.		
20	Proof of Local Service Center (Electricity bill, Rent agreement, or GST registration showing West Bengal/Sealdah address).		
21	Self-attested Educational/Technical Qualifications of at least 05 local qualified engineers (1 per 20 ATVM locations).		
22	ESIC Contribution Challans/Receipts of listed engineers for the past 3 months.		
23	EPF Contribution Particulars/Receipts of listed engineers for the past 3 months.		

S.No.	Document / Requirement Description	Submitted? (Yes/No/NA)	Reference Page No(s).
24	Signed and stamped copy of the Special Terms and Conditions / ATC document as proof of acceptance.		

**DECLARATION:**

I/We certify that all the documents listed above have been checked, securely attached, and accurately page-numbered. I/We understand that submission of incomplete documents or false information will lead to disqualification of our bid and forfeiture of the Earnest Money Deposit (EMD).

**For and on behalf of [Insert Bidder's Company Name]:**

\_\_\_\_\_

**Signature of Authorized Signatory:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Contact Number:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**[Official Company Seal/Stamp]**

**PRELIMINARY TEST CERIFICATE**

SUB: INSPECTION DEMAND NOTE:-

Power on Tests and physical Inspection of the Smart Card Operated Automatic Ticket Vending Machine (ATVM) And Its Sub-components, RFID Smartcard Reader/Writers, Smart card Station Management Console for Any Physical Damage.

PURCHASE ORDER NO:

DATED:

Against the above mentioned purchase order, the items detailed below have been received on -----

Sr.No	Item Description	Qty

It is certified that above mention items confirms the specification requirement of the purchase order and all the items required as per purchase order have been to consignee as per terms and condition of purchase order.

	Vendor	Railway
By		
(sign)	-----	-----
Name	-----	-----
Design.	-----	-----
Date:	-----	-----

**FINAL COMMISSIONING CERTIFICATE**

Purchase Order No.

Dated

Name of site:

Name of Zonal Railway:

Name of Item:

Name of Vendor:

Against the above mentioned purchase order, the items detailed below have been successfully commissioned after installation and testing. The training as required has also been provided by the vendor as per specifications in the PO. All the supply/delivery/commissioning formalities under the contract/purchase order have been fulfilled/complied by the supplier.

Sr.No	Item Description

	Vendor	Railways
By		
(sign)		
Name	_____	_____
Design.	_____	_____
Date	_____	_____