

**STORES/EASTERN RLY
TENDER DOCUMENT**

Tender No: 15265073A

Closing Date/Time: 06/07/2026 13:30

Principal Chief Materials Manager, Eastern Railway acting for and on behalf of The President of India invites E-Tenders against Tender No **15265073A** Closing Date/Time 06/07/2026 13:30 Hrs. Bidders will be able to submit their original/revised bids upto closing date and time only. Manual offers are not allowed against this tender, and any such manual offer received shall be ignored.

1. NIT HEADER

Bidding type	Normal Tender	Template	Normal
Contract type	Goods	Contract Category	Expenditure
Tender No	15265073A	Tender Type	Open - Indigenous
Evaluation Criteria	Total Value Wise	Bidding System	Single Packet
Pre-Bid Conference Required	No	Pre-Bid Conference Date Time	Not Applicable
Tendering Section	15		
Inspection Agency	Please see item details	Publishing Date / Time	12/06/2026 13:15
Item Category	General	Bidding to be Done on	IREPS
Procure From Approved Sources	No	Approving Agency	Not Applicable
Closing Date Time	06/07/2026 13:30		
Validity of Offer (Days)	90	Ranking Order for Bids	Lowest to Highest
Tender Doc. Cost (INR)	0.00	Earnest Money (INR)	948090.00
Tender Title	Automatic Ticketing Vending Machine (ATVM) Smart Card Based, Consists of Touch Screen, Embedded client, RFID Reader/Writer, Thermal Printer, 1 KVA UPS, OS, and RDBMS license, with a three-year warranty strictly as per the specification attached		

2. ITEM DETAILS

S.No.	PL Code (Group)	Item Type GST(Y/N)	Stock / NonStock	Ordering	Consider For Eval	Approving Agency	Inspection Agency	Currency Allowed	Estimated Rate
1	650101330024	Goods (Y)	Non Stock	---	Yes		TPI Agency	INR	
	Description : smart card management (SMC) terminal and smart card reader supply, installation 03 years comprehensive on site warranty and support as per CRIS specification. [Warranty Period: 36 Months after the date of delivery]]								
Consignee		Assistance Commercial Manager, Sealdah, ER			West Bengal		99.00 Numbers		
Inspection Details		Stage Inspection Not Required							
2	652435	Goods (Y)	Non Stock	---	Yes		CONSIGNEE	INR	
	Description : CAMC for 2years after expiry of Warranty for SMC machines [Warranty Period: 36 Months after the date of delivery]]								
Consignee		Assistance Commercial Manager, Sealdah, ER			West Bengal		99.00 Numbers		
3	661064940116	Goods (Y)	Non Stock	---	Yes		TPI Agency	INR	
	Description : Automatic Ticketing Vending Machine (ATVM) Smart Card Based, Consists of Touch Screen, Embedded client, RFID Reader/Writer, Thermal Printer, 1 KVA UPS, OS, and RDBMS license, with a three-year warranty strictly as per the specification attached. [Warranty Period: 36 Months after the date of delivery]]								
Consignee		Assistance Commercial Manager, Sealdah, ER			West Bengal		272.00 Numbers		
Inspection Details		Stage Inspection Not Required							
4	662345	Goods (Y)	Non Stock	---	Yes		CONSIGNEE	INR	
	Description : CAMC for 2years after expiry of Warranty for ATVM machines [Warranty Period: 36 Months after the date of delivery]]								
Consignee		Assistance Commercial Manager, Sealdah, ER			West Bengal		272.00 Numbers		

3. T AND C

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F.O.R

Description
Destination

Delivery Period

Description	Delivery /Completion	Rate of Supply
For all items	Completion : Within 3 Months	---

Payment Terms

S.No	Description
Payment Terms	
1	100 %Payment will be made after successful generation of CRAC/CRN. CRAC /CRN will be generated only after successful installation and commissioning of entire equipment (ATVM Kiosk and SMC terminal) & against the performance report of the stations where the materials have been supplied. Firm must submit Bank Guarantee for 10% of the contract value for warranty obligations, valid beyond 6 months period of warranty.

Statutory Variation Clause

S.No	Description
1	Statutory Variation in taxes and duties, or fresh imposition of taxes and duties by State/ Central Governments in respect of the items stipulated in the contract (and not the raw materials thereof), within the original delivery period stipulated in the contract, or last unconditionally extended delivery period shall be to Railways' account. Only such variation shall be admissible which takes place after the submission of bid. No claim on account of statutory variation in respect of existing tax/duty will be accepted unless the tenderer has clearly indicated in his offer the rate of tax/duty considered in his quoted rate. No claim on account of statutory variation shall be admissible on account of misclassification by the supplier/ contractor.

Standard Governing Conditions

S.No	Description
1	IRS Conditions of Contract: The contract shall be governed by latest version (along with all correction slips) of IRS conditions of contract, and all other terms and conditions incorporated in the tender documents.

4. ELIGIBILITY CONDITIONS

Special Eligibility Criteria

S.No.	Description	Template	Condition Applicability	Confirmation Required	Remarks Allowed	Documents Uploading
1	Railway reserves the right to procure the tendered item from Original Equipment Manufacturers (OEM) of the tendered item or from their authorised dealers/agents.. Firm must attach proof of OEM i.e. NSIC/ Udyam Registration Certificate/ ISO or any other certificate for OEM. In case of Authorised dealers/agents, firm must upload "bid/tender specific authorisation" from the OEM, along with the bid; otherwise, such offers will not be considered and summarily rejected.	Normal	Applicable to all bidders	Yes	Yes	Allowed (Mandatory)
2	Technical Specification attached in tender must be referred and complied.	Normal	Applicable to all bidders	Yes	Yes	Allowed (Mandatory)
3	This item is reserved to be procured through Class 1/ Class 2 local supplier as per clause 28.0 of Eastern Railway GTC.	Normal	Applicable to all bidders	Yes	Yes	Allowed (Mandatory)

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4	<p>Firm must attach supply proof of at least 54 no. of the ATVM which has been supplied to any Zonal Railways or Metro Railways during previous 5 years.</p> <p>Firm must attach performance certificate of at least 27 no. of ATVM issued and signed by user with satisfactory remarks. It should not be older than 5 years from the Tender Opening Date.</p> <p>2. Firm must have a valid ISO 9001:2015, ISO 27001:2013, and ISO/IEC 20000-1:2011.</p> <p>4. The bidders should enclose documentary evidence that they have the necessary organizational infrastructure to provide support in West Bengal (within the geographical limit of Sealdah Division). Support office should include full details such as postal address / contact no. of resident engineer / representative. Documentary proof in form of Electricity Bill/ Telephone bill/ Rent agreement/ GST Registration to be submitted along with the technical bid. Railway reserves the right to physically inspect the service centre during technical evaluation.</p>	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
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5. COMPLIANCE CONDITIONS

Commercial-Compliance

S.No.	Description	Template	Condition Applicability	Confirmation Required	Remarks Allowed	Documents Uploading
1	Warranty/Guarantee shall be as specified in relevant specification. Where ever this clause is not covered in the specification, IRS Warranty/Guarantee clause will apply. Warranty/ Guarantee: 36 months from the date of commissioning.	Normal	Applicable to all bidders	Yes	Yes	Allowed (Optional)
2	REPLACEMENT OF PARTS & ACCESSORIES DURING WARRANTY/GUARANTEE PERIOD: During this period all defective parts and accessories shall be replaced promptly free of cost to the customer & such replaced parts shall further carry the same guarantee.	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
3	The supplier shall depute their service engineer during the guarantee period to render free service immediately on receipt of call from the consignee.	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
4	After Sales Service: Shall be provided by the firm through their expert team of technicians.	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
5	Demonstration and Training: The supplier shall demonstrate the working of the machine and shall fully and adequately train the operator and maintenance personal of the consignee free of cost.	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
6	Bidders should go through the Tender Documents consisting of Instructions to Tenderers, General Tender Conditions and Special Conditions of Tender and should agree and confirm to abide by the Instructions to Tenderers, General Tender Conditions, IRS Conditions of Contract and the Special Conditions of Tender.	Normal	Applicable to all bidders	Yes	Yes	Not Allowed

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7	Bidders must upload the Performance Statement supported by copies by Purchase Orders, Receipt Note, commissioning report and Inspection Certificates as per attached special terms & conditions.	Normal	Applicable to all bidders	Yes	Yes	Allowed (Mandatory)
8	Bidders must keep their offer valid for a minimum period 90 days from the Tender closing date.	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
9	You have uploaded compliance/acceptance of Technical specification.	Normal	Applicable to all bidders	Yes	Yes	Allowed (Mandatory)
10	Tenderers should mention MAKE/MODEL with their offers.	Normal	Applicable to all bidders	Yes	Yes	Allowed (Mandatory)
11	Please enter the percentage of local content in the material being offered. Please enter 0 for fully imported items and 100 for fully indigenous items. The definition and calculation of local content shall be in accordance with the Make in India policy as incorporated in the general tender condition clause 28.0. Please also mention the country of origin.	Normal	Applicable to all bidders	Yes	Yes	Allowed (Mandatory)
12	Place of Delivery: ACM/SDAH Supply, Installation, and commissioning of equipment shall be done at stations/sites all over Sealdah Division at the cost of the contractor. List of sites will be provided before installation and commissioning.	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
13	Earnest Money Deposit: EMD amount shall be as per "Instruction to tenders of e-tenders under section - 1" of ER General tender Condition Clause no.8.	Normal	Applicable to all bidders	Yes	No	Not Allowed
14	Security Deposit : as per clause no 9.1.0 to 9.3.0 of General Tender conditions shall be applicable.	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
15	In case of Import materials documents for Country of Origin, Bill of Lading/ Bill of Entry etc. to be submitted by the supplier along with supply of materials for genuineness of the items.	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
16	Firm must quote all inclusive rate as per basic machine cost, spares, installation and commissioning as mentioned in attached annexure.	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
17	Evaluation Criteria: The CAMC charges would be added to the FOR destination price quoted for M&P for the purpose of comparative evaluation of offer. In order to equitably compare different CAMC charges for different years, the concept of NPV (Net Present Value) will be used at a rate of 10% per annum discounting for Two years period to bring the CAMC charges at the same footing in the assessment of FOR destination price and evaluation of offers will be on the basis of total Rate of material, Freight, forwarding charge, Rates of Spares, CAMC rates for 2 years for each Set adjusted with NPV factor with applicable GST	Normal	Applicable to all bidders	No	No	Not Allowed
17.1	Technical Support : For providing maintenance support, OEM must have one qualified engineer, per 20 ATVM locations based at their local service centre (minimum five for this subject tender).	Normal	Applicable to all bidders	Yes	Yes	Not Allowed

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18	Please enter the percentage of local content in the material being offered. Please enter 0 for fully imported items, and 100 for fully indigenous items. The definition and calculation of local content shall be in accordance with the Make in India policy as incorporated in the tender conditions.	Normal	Applicable to all bidders	No	Yes	Allowed (Optional)
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Other Conditions

S.No.	Description	Template	Condition Applicability	Confirmation Required	Remarks Allowed	Documents Uploading
1	Inspection by TPI agency as per attached specification. Further materials will be inspected by the representative of Sr.DCM/SDAH at the time of installation at consignee end.	Normal	Applicable to all bidders	No	No	Not Allowed
2	Printed Technical Literature with detailed specification of the offered model /equipment to be uploaded alongwith the offer, if applicable.	Normal	Applicable to all bidders	Yes	Yes	Allowed (Optional)
3	All other terms and conditions as per General tender conditions .	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
4	GST: (A) It shall be the responsibility of the Bidders to quote correct HSN Number and corresponding GST Rate. (B) The offer shall be evaluated based on the GST rate quoted by each bidder and same will be used for determining the inter-se-ranking. While submitting offer, it shall be the responsibility of the Bidders to ensure that they quote correct GST Rate and HSN number. (C) Purchaser shall not be responsible for any misclassification of HSN number or incorrect GST Rate if quoted by Bidders. (D) Whenever the successful bidder invoices the goods at GST rate or HSN number which is different from that incorporated in the Purchase Order, payment shall be made as per GST Rate which is lower of the GST rate incorporated in the Purchase Order or billed. (E) Vendor is informed that she/he would be required to adjust her/his basic price to the extent required by higher tax billed as per invoice to match the all inclusive price as mentioned in the Purchase Order. (F) Any amendment to GST rate or HSN number in the contract shall be as per the contractual conditions and statutory amendments in the quoted GST rate and HSN number, under SVC.	Normal	Applicable to all bidders	Yes	Yes	Not Allowed
5	Manufacturer/Suppliers Trade Mark along with Year and Month of Manufacture to be embossed/Marked on the product/Boxes/Cartons as stipulated in Specification /Drawings.. Test certificate of the ordered materials and Guarantee/Warrantee Certificate of the ordered materials are to be produced at the time of Inspection and supply. Technical literature to be submitted by the bidder along with offer failing which the offer will be treated as rejected. F.O.R. free of destination	Normal	Applicable to all bidders	Yes	Yes	Allowed (Optional)

Special Conditions

S.No.	Description	Template	Condition Applicability	Confirmation Required	Remarks Allowed	Documents Uploading
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1	Railway reserves the right to award order to the offer technically suitable in all respect as per tender conditions.	Normal	Applicable to all bidders	No	No	Not Allowed
2	1.Item is to be delivered as per condition of the PO on urgent basis ATVM kiosk & SMC terminal and it's all component is to be supplied directly at various locations over Sealdah Division (Name of the station will be intimated after completion of TPI). Supply, testing, installation (including mounting of ATVM Kiosk on the floor) & commissioning of ATVM KIOSK & SMC equipment is to be done by the supplier without any charge. 2.Technical specification compliance with data sheet of make/ model is to be furnished with the offer otherwise the offer will be rejected. 3.Bidder must comply the following terms, i) Onsite OEM Warranty for 36 months from the date of successful installation. ii)Post warranty Comprehensive AMC(All spare parts)for 24 months.	Normal	Applicable to all bidders	No	No	Not Allowed
3	4 . 36 months onsite warranty from the date of installation of equipment including all spare parts (printer's head, touch screen, UPS battery, RFID reader etc.) and followed by 24 months(2Yrs) CAMC by OEM, during the warranty support shall cover 24 hours x 7 days a week. Warranty support shall cover the following: Warranty support must be site and comprehensive for all hardware (parts + labor) and system software. Warranty clause : 2. Failure/ Non-working of Smart Card operated Automatic Ticket Vending Machine (ATVM) & SMC (Smart Card management console) terminal is to be attended within 12 hours and to be rectified within 02 days from the date & time of lodging of failure complaint communicated to the firm by Railway. In case of Failure is not attended, rectified within the time frame mentioned above, a Penalty of Rs. 250 per day or part thereof will be levied for delay in response for attending the failure and Rs.1000/- per day or part thereof will be levied for delay in response for rectification of the Failure. The maximum Penalty amount will be 10% of value of supply order. 7.Penalty amount will be worked out on quarterly basis and demand letter will be sent to the bidder to deposit the same with Railway within 15 days from the date of issue of demand letter. In case the bidder does not deposit the penalty amount within stipulated time, Railway reserve the right to recover the due amount either from pending bill or from security deposit/ PBG bond furnished for this contract or any other contract	Normal	Applicable to all bidders	No	No	Not Allowed

Technical-Compliances

S.No.	Description	Template	Condition Applicability	Confirmation Required	Remarks Allowed	Documents Uploading
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1	Detailed Technical Specification, Technical feature and other terms and conditions as per Technical Specification attached. Please go through the Specification, Technical feature and other terms and conditions and upload the Technical Specification duly complied otherwise offer will summarily be rejected. If there is any deviation please upload the deviation in requisite tab of the tender.	Normal	Applicable to all bidders	Yes	Yes	Allowed (Mandatory)
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6. Bidders shall confirm and certify on the behalf of the tenderer including its constituents as under:

S.No.	Description
1	I/we the tenderer (s) am/are signing this document after carefully reading the contents.
2	I/We the tenderer(s) also accept all the conditions of the tender and have signed all the pages in confirmation thereof.
3	I/we hereby declare that I/we have downloaded the tender documents from Indian Railway website www.ireps.gov.in . I/we have verified the content of the document from the website and there is no addition, no deletion or no alteration to the content of the tender document. In case of any discrepancy noticed at any stage i.e. evaluation of tenders, execution of contract or payment, the master copy available with the railway Administration shall be final and binding upon me/us.
4	I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5	I/We also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6	I/We declare that the information and documents submitted along with the tender by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7	I/we certify that I/we the tenderer(s) is/are not blacklisted or debarred by Railways or any other Ministry / Department of Govt. of India from participation in tender on the date of submission of bids, either in individual capacity or as a HUF/ member of the partnership firm/LLP/JV/Society/Trust.
8	I/we understand that if the contents of the certificate submitted by us are found to be forged/false at any time during process for evaluation of tenders, it shall lead to forfeiture of the EMD and may also lead to any other action provided in the contract including banning of business for a period of upto two year. Further, I/we and all my/our constituents understand that my/our offer shall be summarily rejected.
9	I/we also understand that if the contents of the certificate submitted by us are found to be false/forged at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of Security Deposit and may also lead to any other action provided in the contract including banning of business for a period of upto two year.
10	I/We have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India and certify that I am/We are not from such a country or, if from such a country, have been registered with the competent Authority. I/We hereby certify that I/we fulfil all the requirements in this regard and am/are eligible to be considered (evidence of valid registration by the competent authority is enclosed)

7. DOCUMENTS ATTACHED WITH TENDER

S.No.	Document Name	Document Description
1	5802288.pdf	ATVM Specification
2	5805819.pdf	ATVM ATC 1
3	5805840.pdf	SMC ATC
4	5802297.pdf	ATVM_ATC_Annexures

7. RESPONSIVENESS

S.No.	Description
1	Payment Terms: No deviation from the Payment Terms stipulated in the tender is permitted.
2	Bidders must keep their offer valid for a minimum period 90 days from the Tender closing date other wise offer will be rejected as per GTC.
3	Pre-Decided splitting clause as per Clause 18 of ER GTC is applicable.

The tenderers in their bid shall indicate the details of their GST Jurisdictional Assessing Officers (Designation, Address & email id). In case of a contract award, a copy of Purchase Order shall be immediately forwarded by Purchaser to the GST Jurisdictional assessing officer mentioned in Tenderer's bid

This tender complies with Public Procurement Policy (Make in India) Order 2017, dated 15/06/2017, issued by Department of Industrial Promotion and Policy, Ministry of Commerce, circulated vide Railway Board letter no. 2015/RS(G)/779/5 dated 03/08/2017 and 27/12/2017 and amendments/ revisions thereof.

As a Tender Inviting Authority, the undersigned has ensured that the issue of this tender does not violate provisions of GFR regarding procurement through GeM.

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Digitally Signed By

Dy.CMM/Sale (SUNNY SHARMA)