

## TENDER DOCUMENT

### COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF ATVMs OVER BIKANER DIVISION

(Prepared in line with Indian Railways GCC Services Contract, IRS Conditions and IREPS e-Tendering procedure)

## SECTION-1 : NOTICE INVITING TENDER (NIT)

GOVERNMENT OF INDIA

MINISTRY OF RAILWAYS

NORTH WESTERN RAILWAY

BIKANER DIVISION

### NOTICE INVITING e-TENDER

e-Tender is invited on Single Tender basis through IREPS for OEM M/s Addsoft Technologies Ltd. / OEM-authorized agency for maintenance of 41 ATVM systems installed over Bikaner Division. Details of the work are as follows:-

Item	Details
Tender No.	01-2026-27-AMC-41ATVMs-BKN
Name of Work	Comprehensive Annual Maintenance Contract (AMC) of 41 ATVMs installed over Bikaner Division for 02 years.
Approximate Cost	₹11,35,962/-
Earnest Money Deposit	As per Railway Board/GCC instructions
Tender Type	Service Contract
Tender System	Single Packet System
Completion Period	24 Months
Availability of Tender Document	On IREPS portal
Tender Closing Date & Time	06.07.2026 & 15:00 HRS
Tender Opening Date & Time	06.07.2026 & 15:30 HRS
Validity of Offer	60 Days
Officer Inviting Tender	Sr. Divisional Commercial Manager, Bikaner

Tenderers are advised to carefully read all conditions before submission of bid.

This tender shall be governed by:

- Indian Railways GCC for Services Contract,
  - IRS Conditions,
  - Railway Board guidelines issued from time to time,
  - IREPS e-Tendering instructions.
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## SECTION–2 : INSTRUCTIONS TO TENDERERS

### 2.1 Submission of Tender

1. Tender shall be submitted only through IREPS.
2. Manual offers shall not be accepted.
3. Tenderer shall digitally sign the bid and bid must be signed by the person authorized by power of attorney.
4. Rates shall be entered in the financial schedule only.
5. Conditional offers shall be summarily rejected.
6. Railway reserves the right to accept or reject any tender without assigning reasons.

### 2.2 Documents to be Uploaded

Tenderer shall upload following documents:

1. PAN Card
2. GST Registration Certificate
3. OEM Authorization Certificate
4. Constitution of Firm-
  - (i) Copy of Certificate of Incorporation.
  - (ii) Copy of Memorandum of Association (MOA) and Articles of Association (AOA).
  - (iii) Copy of Power of Attorney/Authorization in favour of the individual to sign the tender documents, sign the agreement etc. and create liability against the Company.
  - (iv) Copy of Board Resolution authorizing the person to sign the tender documents on behalf of the Company.
5. Bank Account Details

## 2.3 Tender Validity

Offer shall remain valid for 60 days from date of opening of tender.

## 2.4 Earnest Money Deposit (EMD)

EMD shall be applicable as per extant Railway Board instructions.

Exemption, if any, shall be governed by Railway Board policy.

## SECTION–3 : Credential Verification

Railway reserves right to verify credentials from issuing authority.

Any false declaration shall result in:

- Rejection of offer,
- Forfeiture of EMD,
- Action as per GCC.

## SECTION–4 : SCOPE OF WORK

### 4.1 General

The contractor shall provide comprehensive Annual Maintenance Contract (AMC) services for 41 ATVMs installed over Bikaner Division.

AMC shall include:

- Preventive maintenance,
- Breakdown maintenance,
- Replacement of defective parts, all replaced components shall be genuine OEM parts and shall carry warranty for the remaining CAMC period or six months, whichever is later.
- Software maintenance,
- Hardware maintenance,
- Onsite technical support,
- Upkeep of ATVM system in operational condition.

### 4.2 Preventive Maintenance

1. Quarterly preventive maintenance of each machine.
2. Cleaning and inspection of hardware.
3. Testing of printer, display, CPU, UPS interface and peripherals.
4. Checking of application software and communication interfaces.

### 4.3 Breakdown Maintenance

1. Contractor shall attend all complaints within prescribed response time in Section-6 (SLA).
2. Contractor shall restore ATVM functionality within stipulated period.
3. Necessary spare parts/components shall be replaced by contractor.

### 4.4 Comprehensive Coverage

AMC shall include replacement/repair of:

- motherboard,
- printer mechanism,
- display unit,
- SMPS/power supply,
- communication modules,
- card reader,
- touch interface,
- switches,
- cables and connectors, other associated parts.

### 4.5 Software Support

1. Contractor shall provide software support and troubleshooting.
2. Configuration, software updates and compatibility support shall be included.
3. Coordination with CRIS/OEM wherever required.

## SECTION–5 : DETAILS OF INSTALLATION

Description	Quantity
ATVMs installed over Bikaner Division	41 Nos.

Detailed station-wise location list is attached as Annexure-A.

## SECTION–6: SERVICE LEVEL AGREEMENT (SLA)

Parameter	Requirement
Response Time	Within 24 Hours
Restoration Time	Within 48 Hours
Preventive Maintenance	Once every Quarter
Minimum Uptime	98%

## 6.1 Downtime Calculation

Downtime shall be calculated from time of complaint registration till restoration.

## 6.2 Complaint Registration

Complaints may be lodged telephonically/email/online by Railway representative. A toll free number must be provided for lodging of complaints.

## SECTION–7 : PENALTY CLAUSE

1. Failure to maintain uptime shall attract penalty.
2. Delay in attending complaints beyond prescribed time shall attract deduction.
3. Repeated failures shall be treated as breach of contract.
4. Railway reserves right to get work executed at risk and cost of contractor.

Indicative Penalty:

Nature of Deficiency	Penalty
Non-restoration within stipulated period	₹ 500 per machine per day
Failure of preventive maintenance	₹ 500 per instance

Maximum penalty recoverable shall be governed by GCC provisions.

## SECTION–8 : CONTRACT PERIOD

Contract shall remain valid for 24 months from date mentioned in Letter of Acceptance/commencement.

Extension, if any, shall be governed as per GCC and Railway Board instructions.

Railway reserves right to terminate the contract at any time without assigning any reason in case of unsatisfactory performance.

## SECTION–9 : PAYMENT TERMS

1. Payment shall be released quarterly.
2. Contractor shall submit GST compliant invoice.
3. Payment shall be subject to certification by nominated Railway official.
4. Statutory deductions shall be made.
5. No advance payment shall be admissible.

## SECTION–10 : PERFORMANCE GUARANTEE & SECURITY DEPOSIT

### 10.1 Performance Guarantee

Successful tenderer shall submit Performance Guarantee as per GCC provisions within stipulated period from issue of LOA.

### 10.2 Security Deposit

Security Deposit shall be recovered as per GCC.

### 10.3 Failure to Submit PG

Failure to submit Performance Guarantee shall constitute sufficient ground for cancellation of award.

## SECTION–11 : GENERAL CONDITIONS OF CONTRACT

1. GCC for Services Contract of Indian Railways shall apply.
  2. IRS conditions applicable to service contracts shall apply.
  3. Contractor shall comply with labour laws, EPF, ESI and statutory regulations.
  4. Contractor shall indemnify Railway against third party claims.
  5. Railway administration shall not be liable for contractor manpower obligations.
  6. Railway property damaged during execution shall be made good by contractor.
  7. Contractor shall observe Railway safety rules.
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## SECTION–12 : SPECIAL CONDITIONS OF CONTRACT

1. Contractor shall maintain adequate stock of spare parts.
2. Contractor personnel shall carry identity cards.
3. Contractor shall deploy technically qualified personnel.
4. Contractor shall maintain service records/logbook.
5. Railway officials may inspect maintenance records at any time.
6. Subletting of contract without approval shall not be permitted.
7. Access to Railway premises shall be regulated as per Railway security instructions.

## SECTION–13 : TERMINATION OF CONTRACT

Railway may terminate contract in following circumstances:

1. Persistent unsatisfactory performance.
2. Failure to comply with contract conditions.
3. Insolvency or liquidation.
4. Submission of false documents.
5. Blacklisting/debarment.
6. Unauthorized subletting.

Termination shall be governed by GCC provisions.

## SECTION–14 : ARBITRATION & JURISDICTION

1. Arbitration shall be governed by GCC provisions.
2. Jurisdiction shall be courts at Bikaner only.

## SECTION–15 : PRICE SCHEDULE / FINANCIAL BID

### SCHEDULE–A

Comprehensive Annual Maintenance Contract (CAMC) of 41 Automatic Ticket Vending Machines (ATVMs) installed over Bikaner Division including preventive maintenance, breakdown maintenance, software support, hardware support and replacement of defective components as per tender conditions for a period of 02 years.

Item No.	Description	Qty.	Unit
1	Comprehensive AMC of 41 ATVMs installed over Bikaner Division including preventive maintenance, breakdown maintenance, software support, hardware support and replacement of defective components as per tender conditions for First Year inclusive of GST and all other applicable taxes, duties, levies and incidental charges.	41	Numbers
2	Comprehensive AMC of 41 ATVMs installed over Bikaner Division including preventive maintenance, breakdown maintenance, software support, hardware support and replacement of defective components as per tender conditions for Second Year inclusive of GST and all other applicable taxes, duties, levies and incidental charges.	41	Numbers

## Notes:

1. Rates quoted shall be inclusive of GST and all other taxes, duties, levies, labour charges, transportation charges, boarding/lodging expenses, insurance, tools & plants, consumables, administrative overheads and all incidental expenses required for satisfactory execution of the contract.
2. No additional payment shall be admissible on any account whatsoever except as specifically provided in the contract conditions.
3. The accepted rates shall remain valid throughout the currency of the contract and no price variation shall be admissible unless specifically provided under the contract.
4. Payment shall be made in accordance with the Payment Clause of the tender document upon certification of satisfactory performance by the authorized Railway representative.

Digitally Signed by भूपेश  
यादव BHUPESH YADAV  
Date: 12-06-2026 11:32:45  
Reason: Approved

Sr. Divisional Commercial Manager,  
North Western Railway, Bikaner.