



# NORTHERN RAILWAY

## TENDER DOCUMENT

(Conditions and Regulation of Tender and Schedule of Rates)  
For

### OPEN E-TENDER

**OPERATION & PERIODIC MAINTENANCE SERVICES FOR TELECOM  
INFRASTRUCTURE & PUBLIC ADDRESSING SYSTEM AT RAIL  
COACH NAVEENIKARAN KARKHANA SONIPAT FOR 02 YEARS (AS  
PER SCOPE OF WORK)  
E-Tender No-17-RCNK-OPN-TELE-2026**

#### IMPORTANT DATES

- Last Date of Submission- 01.07.2026 up to 15:00 HRS
- Date of Opening e-Tender-01.07.2026 up to 15:30 HRS

Name of Tenderer.....

Address- .....

#### Tender Invitation

“The President of India acting through below issuing authority invites works e-tender for above specified work with following key Points.”

#### KEY POINTS

- Estimated Cost- Rs 42,31,462.64/- (Rs Forty-Two Lakh Thirty-One Thousand Four Hundred Seventy-Two and Seven Paise Only)
- Period of Contract Work -02 Years (24 Months) from date of issue of LOA.
- Cost of Tender Form- NIL (Zero)
- EMD/ Bid Security for Tender – Rs 84,700.00/- (Rs Eighty-Four Thousand Seven Hundred only)
- Website for e-tendering process [www.ireps.gov.in](http://www.ireps.gov.in).
- This Tender Document is not transferrable and contains 35 Nos of pages.

**ISSUING AUTHORITY**

DY. CME/RCNK  
Sonipat

# INDEX

S. No.	Description	Page No.	
		From	To
1.	Tender Document –Top Sheets, Index	1	2
2.	Tender Form – First Sheet	3	3
3.	Tender Form – Second Sheet	4	13
4.	Scope of Work	14	23
5.	Special Conditions of Contract	24	28
6.	Bill of quantities	29	30
7.	Annexure-I (Format for Certificate)	31	31
8.	Annexure-II (Format of Bid Security as Bank Guarantee Bond)	32	33
9.	Annexure-III (Format for police Verification)	34	34
10.	Annexure-IV (Details to be submitted)	35	35

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**NORTHERN RAILWAY****TENDER FORM (First Sheet)****Tender No: 17-RCNK-OPN-TELE-2026**

**Name of Work-** Operation & Periodic maintenance services for Telecom infrastructure & Public addressing System at Rail Coach Naveenikaran Karkhana Sonipat for 02 years (As per Scope of Work)

To

The President of India,

Acting through

Dy. Chief Mechanical Engineer/RCNK

Rail Coach Naveenikarn karkhana, Sonipat

Northern Railway

Sir,

1. I/ We have read the various conditions to tender attached hereto hereby agree to abide by the said condition. I/ We also agree to keep this tender open for acceptance for a period of **60 days** from the date fixed for opening the same and in default thereof, I/ We will be liable for forfeiture of my/ our "Bid Security (EMD)". I/ **We offer to do Operation & Periodic maintenance services for Telecom infrastructure & Public addressing System at Rail Coach Naveenikaran Karkhana Sonipat for 02 years (As per Scope of Work)** at the rates quoted in the attached bill(s) of quantities and hereby bind myself/ ourselves to complete the work in all respects within 02 Years (24 Months) from date of issue of letter of acceptance.
2. I/We also hereby agree to abide by the Indian Railways General Conditions of Contract, with all correction slips up-to-date and to carry out the work according to the Special Conditions of Contract and Specifications of materials and works as laid down by Railway in the annexed Special Conditions/ Specifications, Standard Schedule of Rates (SSOR) with all correction slips up-to-date for the present contract.
3. A Bid Security of **Rs. 84,700.00/- (Rs Eighty-Four Thousand Seven Hundred only)** *has already been deposited online/ submitted as Bank Guarantee bond.* Full value of the Bid Security shall stand forfeited without prejudice to any other right or remedies in case my/ our Tender is accepted and if:
  - a) I/We do not submit the Performance Guarantee within the time specified in the tender document;
  - b) I/We do not execute the contract documents within seven days after receipt of notice issued by the Railway that such documents are ready.
  - c) I/We do not commence the work within fifteen days after receipt of orders to that effect.
4. I/We am/are a Startup firm registered by ..... Department of Industrial Policy and Promotion (DIPP) and my registration number is ... ..... valid up to..... (Copy enclosed) and hence exempted from submission of Bid Security.
5. We are a Labour Cooperative Society and our Registration No. is ..... With .....and hence required to deposit only 50% of Bid Security.
6. Until formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed to between us and indicated in the letter of acceptance of my/our offer for this work.

\*\*\*\*\*

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**TENDER FORM (SECOND SHEET)**

1. **Instructions To Tenderer and Conditions of Tender:** The following documents form part of Tender / Contract:
  - (a) Tender forms (First sheet and second sheet)
  - (b) Scope of work
  - (c) Special conditions specifications (As enclosed)
  - (d) Bill of Quantities (As enclosed)
  - (e) Standard General Conditions of Contract of Indian Railway as amended/corrected up to latest Correction Slips, copies of which can be seen in the office of **Dy. Chief Mechanical Engineer, RCNK Sonipat, Northern Railway** on payment of prescribed charges.
  - (f) All general and detailed drawings pertaining to this work which will be issued by the Engineer or his representatives (from time to time) with all changes and modifications.
2. **Drawings for the Work:** The drawings for the work can be seen in the office of Dy. CME/ RCNK Northern Railways at any time during office hours. The drawings are only for the guidance of the tenderer(s). Detailed working drawing (if required) based generally on the drawings mentioned above, will be given by engineer or representative from time to time.
3. The Tenderer(s) shall quote his / their rates as percentage above or below the Schedule of Rates of RCNK, Northern Railway except where he/ they are required to quote item rates and must tender for all the items shown in the Bill of Quantities (Schedule of Rates) on IREPS website and as attached in this document. The quantities shown in the attached Bill of Quantities are given as a guide and are approximate only and are subject to variation according to the needs of the Railway. The Railway does not guarantee work under each item of the Bills of Quantities. The tenderer(s) shall quote rates/ rebates on the IREPS website. Any revision of rates/ rebates submitted (quoted) through a separate letter whether enclosed with the bid (Tender Form) or submitted separately or mentioned elsewhere in the document other than specified place shall be summarily ignored and will not be considered.
4. Tenders containing erasures and / or alterations of tender documents are liable to be rejected. Any correction made by tender(s) in his/ their entries must be attested by him / them.
5. The works is required to be completed within a period of **02 Years (24 Months)** from the date of issue of Letter of acceptance.
6. **Omissions & Discrepancies:** Should a tenderer find discrepancies in or omissions from the drawings or any of the Tender Forms or should he be in doubt as to their meaning, he should at once notify the authority inviting tenders. The tender inviting authority may, if deemed necessary, clarify the same to all tenderers. It shall be understood that every endeavour has been made to avoid any error which can materially affect the basis of tender and successful tenderer shall take upon himself and provide for the risk of any error which may subsequently be discovered and shall make no subsequent claim on account thereof.
7. **BID SECURITY/ EMD:**
  - (a) The tender must be accompanied by a sum of **Rs. 84,700.00/- (Rs Eighty-Four Thousand Seven Hundred only)** as bid security deposited through e-payment gateway or submitted as bank guarantee bond from a scheduled commercial bank of India. **If the tenderer fails to submit Bid security amount the offer is liable to be rejected.** The bank guarantee bond shall be as per **Annexure-II** and shall be valid for a period of 90 days beyond the bid validity period. In submission of Bid Security in the form of Bank Guarantee following shall be ensured: -
    - i. A scanned copy of the Bank Guarantee shall be uploaded on e-Procurement Portal (IREPS) while applying to the tender.
    - ii. The original Bank Guarantee should be delivered in person to the official nominated as indicated in the tender document within 5 working days before closing date for submission of bids.
    - iii. Non submission of scanned copy of Bank Guarantee with the bid on e-tendering portal (IREPS) and/or non-submission of original Bank Guarantee within the specified period shall lead to summarily rejection of bid.
    - iv. The Tender Security shall remain valid for a period of 90 days beyond the validity

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

period for the Tender.

- v. The details of the BG, physically submitted should match with the details available in the scanned copy and the data entered during bid submission time, failing which the bid will be rejected.
  - vi. The Bank Guarantee shall be placed in an envelope, which shall be sealed. The envelope shall clearly bear the identification “*Operation & Periodic maintenance services for Telecom infrastructure & Public addressing System at Rail Coach Naveenikaran Karkhana Sonipat for 02 years (As per Scope of Work)*” and shall be addressed to **Dy CME, Rail Coach Naveenikarn Karkhana, Sonipat** and shall clearly indicate the name and address of the Bidder. In addition, the Bid Due Date should be indicated on the right-hand top corner of the envelope.
  - vii. The envelope shall be addressed to the officer and address as mentioned in above clause.
  - viii. If the envelope is not sealed and marked as instructed above, the Authority assumes no responsibility for the misplacement or premature opening of the contents of the Bid submitted and consequent losses, if any, suffered by the Bidder.
- (b) The Tenderer(s) shall keep the offer open for a minimum period of **60 days** from the date of opening of the Tender. It is understood that the tender documents have been issued to the Tenderer(s) and the Tenderer(s), is / are permitted to tender in consideration of the stipulation on his / their part that after submitting his / their tender subject to the period being extended further, if required by mutual agreement from time to time, he will not resile from his offer or modify the terms and conditions thereof in a manner not acceptable to the Dy. Chief Mechanical Engineer/ RCNK, Northern Railway. Should the Tenderer fail to observe or comply with the foregoing stipulation, the amount deposited or bank guarantee as earnest money for due performance of above stipulation, shall be forfeited to the Railway.
- (c) If the tender is accepted: -
- i. the Bid Security deposited in cash through e-payment gateway will be retained as part security for the due and faithful fulfilment of the contract in terms of Clause 16 of the Standard General Conditions of Contract;
  - ii. The Bid Security submitted as Bank guarantee bond, will be encashed as part security for the due and faithful fulfilment 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 Railway shall not be responsible for any loss or depreciation to the Bid Security that may happen thereto while in their possession, nor be liable to pay interest thereon.
- (d) In case Contractor submits the Term Deposit Receipt/ Bank Guarantee Bond towards either the Full Security Deposit or the Part Security Deposit equal to or more than Bid Security, the Railway shall return the Bid Security so retained, to the Contractor.

## 8. Care in Submission of Tenders:

### a) Care in Submission of Tenders

- (i) Before submitting a tender, the tenderer will be deemed to have satisfied himself by actual inspection of the site and locality of the works, that all conditions liable to be encountered during the execution of the works are taken into account and that the rates he enters in the tender forms are adequate and all-inclusive to accord with the provisions in Clause-37 of the Standard General Conditions of Contract for the completion of works to the entire satisfaction of the Engineer.
- (ii) Tenderers will examine the various provisions of The Central Goods and Services Tax Act, 2017(CGST)/ Integrated Goods and Services Tax Act, 2017(IGST) / Union Territory Goods and Services Tax Act, 2017(UTGST) / respective state's State Goods and Services Tax Act (SGST) also, as notified by Central/ State Govt. & as amended from time to time and applicable taxes before bidding. Tenderers will ensure that full benefit of Input Tax Credit (ITC) likely to be availed by them is duly considered while quoting rates.
- (iii) The successful tenderer who is liable to be registered under CGST/IGST/UTGST/SGST Act

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

shall submit GSTIN along with other details required under CGST/IGST/UTGST/SGST Act to railway immediately after the award of contract, without which no payment shall be released to the Contractor. The Contractor shall be responsible for deposition of applicable GST to the concerned authority.

- (iv) In case the successful tenderer is not liable to be registered under CGST/IGST/UTGST/SGST Act, the railway shall deduct the applicable GST from his/ their bills under reverse charge mechanism (RCM) and deposit the same to the concerned authority.
  - b) When work is tendered for by a firm or company, the tender shall be signed by the individual legally authorized to enter into commitments on their behalf.
  - c) The Railway will not be bound by any power of attorney granted by the tenderer or by changes in the composition of the firm made subsequent to the execution of the contract. It may, however, recognize such power of attorney and changes after obtaining proper legal advice, the cost of which will be chargeable to the Contractor.
9. The tenderers shall submit declaration stating that all their statements/ documents submitted along with bid are true and factual. It has been facilitated on IREPS during submission of bid. It shall be mandatorily incumbent upon the tenderer to identify state and submit the supporting documents duly self-attested/ digitally signed by which they/ he is qualifying the Qualifying Criteria mentioned in the Tender Document.
- 10. Right of Railway to Deal with Tenders:**
- a) The Railway reserves the right of not to invite tenders for any of Railway work or works or to invite open or limited tenders and when tenders are called to accept a tender in whole or in part or reject any tender or all tenders without assigning reasons for any such action. In case if tender is accepted in part by Railway administration, Letter of Acceptance shall be issued as counter offer to the Tenderer, which shall be subject to acceptance by the Tenderer.
  - b) The authority for the acceptance of the tender will rest with the Railway. It shall not be obligatory on the said authority to accept the lowest tender or any other tender and no tenderer(s) shall demand neither any explanation for the cause of rejection of his /their tender nor the Railway to assign reasons for declining to consider or reject any particular tender or tenders.
- 11. MAKE IN INDIA:** - Provision of make in India Policy 2017 issued by Government of India, as amended from time to time, shall be applicable for this tender.
- 12. Permission to Bid for a bidder from a country which shares Land boundary with India:**  
Any bidder from the countries sharing a land border with India will be eligible to bid in any procurement of works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT), Government of India. For interpretation of this para, Department of Expenditure, Ministry of Finance, Government of India letter F.No.6/18/2019-PPD dated 23/07/2020 shall be referred.
- 13. Clarification of Bids:** To assist in the examination, evaluation & comparison and pre-qualification of the Tender, the Railway may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder that is not in response to a request by the Railway shall not be entertained or considered. The Railway request for clarification and the response of the bidder in this regard shall be in writing. However, if a Bidder does not provide clarification of its bid by the date and time communicated in the Railway request for clarification, the bid shall be evaluated as per the documents submitted along with the bid.
- 14.** If the tenderer(s) deliberately gives / give wrong information in his / their tender or creates / create circumstances for the acceptance of his / their tender, the Railway reserves the right to reject such tender at any stage.
- 15.** If any partner(s) of a partnership firm expires after the submission of its tender or after the acceptance of its tender, the Railway shall deem such tender as cancelled/ contract as terminated under clause 61 of the Standard General Conditions of Contract, unless the firm retains its character as per partnership agreement. If a sole proprietor expires after the submission of tender or after the acceptance of tender, the Railway shall deem such tender as cancelled / contract as terminated under clause 61 of the Standard General Conditions of Contract

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India



- 16. ELIGIBILITY CRITERIA:** -As per GCC-2022 the technical and financial eligibility criteria are not applicable for tenders below Rs 50 Lakh. Hence eligibility criteria are not applicable for this tender as per GCC-2022.
- 17. Tenderer's Credentials:** -Documents testifying tenderer's previous experience and financial status should be produced along with the tender. Tenderer(s) who is / are not borne on the approved list of the Contractors, should submit along with his / their tender: -
- Certificates and testimonials regarding contracting experience for the type of job for which tender is invited with list of works carried out in the past.
  - Audited Balance Sheet duly certified by the Chartered Accountant regarding contractual payments received in the past.
  - The list of personnel / organization on hand and proposed to be engaged for the tendered work. Similarly list of Plant & Machinery available on hand and proposed to be inducted and hired for the tendered work.
  - It shall be mandatorily incumbent upon the tenderer to identify, state and submit the supporting documents duly self-attested / digitally signed by which they/he are/is qualifying the Qualifying Criteria mentioned in the Tender Document.
  - The Railway reserves the right to verify all statements, information and documents submitted by the bidder in his tender offer, and the bidder shall, when so required by the Railway, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the Railway shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the Railway there under.
  - In case of any information submitted by tenderer is found to be false forged or incorrect at any time during process for evaluation of tenders, it shall lead to forfeiture of the tender Bid security besides banning of business for a period of up to two years.
  - In case of any information submitted by tenderer is found to be false forged or incorrect after the award of contract, the contract shall be terminated. Bid Security, Performance Guarantee and Security Deposit available with the railway shall be forfeited. In addition, other dues of the contractor, if any, under this contract shall be forfeited and agency shall be banned for doing business for a period of up to two years
- 18.** Non-compliance with any of the conditions set forth therein above is liable to result in the tender being rejected. Tenderer shall submit their offers made as per the Indian Railways General as well as Special Conditions of Contract as mentioned in this Tender.
- 19. In case of any deviation from the requirement of Tender specifications, Instructions for Tender or General & Special Conditions of Contract, the same should be brought out by the Tenderer in extra sheet to be attached along with offer. Each page of this sheet must be numbered serially, should bear the Tender number and should be signed and stamped by the Tenderer at the bottom. This sheet must be uploaded with the offer duly signed. Further it is clarified that Railway administration is not bound to consider any such deviation, special terms and conditions quoted by bidder.**
- 20.** Bidder should check the website for corrigendum/ addendum to the tender document. Hence it shall be the responsibility of the bidder to check from time to time for corrigendum to the bid, if any, periodically before finally submitting the bid.
- 21.** Railway Administration shall not be responsible for any delay/ difficulties/ inaccessibility of e-tendering for any reason whatsoever. No claim on this account shall be entertained.
- 22.** The rates offered by bidder should be inclusive of materials, equipment, vehicle, travelling, boarding, incidental, labour charges, taxes and any other expenses required for satisfactory completion of work. Railway will not make any separate payment against these heads, nor provide any facility unless otherwise specified against any particular item. Tenderer is required to quote above/ Below/ At par to the advertised cost of tender on IREPS website.
- 23.** No advance payment will be made to contractor. Payment will be made only as per Payment Terms as specified in the special terms and conditions of this tender document.
- 24. DOCUMENTS TO BE SUBMITTED ALONG WITH TENDER:**
- The tenderer shall clearly specify whether the tender is submitted on his own (Proprietary

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

Firm) or on behalf of a Partnership Firm / Company / Joint Venture (JV) / Registered Society/ Registered Trust/ Hindu Undivided Family (HUF)/ Limited Liability Partnership (LLP) etc. The tenderer(s) shall enclose the attested copies of the constitution of their concern, and copy of PAN Card along with their tender. **Tender Documents in such cases are to be signed by such persons as may be legally competent to sign them on behalf of the firm, company, association, trust or society, as the case may be.**

➤ Apart from documents required for eligibility criteria following documents shall be submitted by the tenderer:

a) **Sole Proprietorship Firm:** A sole proprietorship firm may submit declaration that firm is sole proprietorship firm and the details of authorized signatory may also be submitted.

b) **HUF:** A copy of notarized affidavit on stamp paper declaring that he who is submitting the tender on behalf of HUF is in the position of 'Karta' of Hindu Undivided Family (HUF) and he has the authority, power and consent given by other members to act on behalf of HUF.

c) **Partnership Firm:**

I. The Partnership Firms participating in the tender should be legally valid under the provisions of the Indian Partnership Act.

II. The partnership firm should have been in existence or should have been formed prior to submission of tender. Partnership firm should have either been registered with the Registrar or partnership deed should have been notarized as per the Indian Partnership Act, prior to submission of tender.

III. Separate identity / name should be given to the partnership firm. The partnership firm should have PAN / TAN number in its own name and PAN / TAN number in the name of any of the constituent partners shall not be considered. The valid constituents of the firm shall be called partners.

IV. Once the tender has been submitted, the constitution of the firm shall not normally be allowed to be modified / altered / terminated during the validity of the tender as well as the currency of the contract except when modification becomes inevitable due to succession laws etc., in which case prior permission should be taken from Railway and in any case the minimum eligibility criteria should not get vitiated. The re-constitution of firm in such cases should be followed by a notary certified Supplementary Deed. The approval for change of constitution of the firm, in any case, shall be at the sole discretion of the Railways and the tenderer shall have no claims what-so-ever. Any change in the constitution of Partnership firm after submission of tender shall be with the consent of all partners and with the signatures of all partners as that in the Partnership Deed. Failure to observe this requirement shall render the offer invalid and full bid security shall be forfeited.

If any Partner/s withdraws from the firm after submission of the tender and before the award of the contract, the offer shall be rejected and bid security of the tenderer will be forfeited. If any new partner joins the firm after submission of tender but prior to award of contract, his / her credentials shall not qualify for consideration towards eligibility criteria either individually or in proportion to his share in the previous firm. In case the tenderer fails to inform Railway beforehand about any such changes / modification in the constitution which is inevitable due to succession laws etc. and the contract is awarded to such firm, then it will be considered a breach of the contract conditions liable for determination of the contract under Clause 62 of General Conditions of Contract.

V. A partner of the firm shall not be permitted to participate either in his individual capacity or as a partner of any other firm in the same tender.

VI. The tender form shall be submitted only in the name of partnership firm. The bid security shall be submitted by partnership firm. The bid security submitted in the name of any individual partner or in the name of authorized partner (s) shall not be considered.

VII. On issue of Letter of Acceptance (LOA) to the partnership firm, all the guarantees like Performance Guarantee, Guarantee for various Advances to the Contractor shall be submitted only in the name of the partnership firm and no splitting of guarantees among the partners shall be acceptable.

VIII. On issue of Letter of Acceptance (LOA), contract agreement with partnership firm shall be

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India



executed in the name of the firm only and not in the name of any individual partner.

- IX.** In case the Letter of Acceptance (LOA) is issued to a partnership firm, the following undertakings shall be furnished by all the partners through a notarized affidavit, before signing of contract agreement.

**(a) Joint and several liabilities:**

The partners of the firm to which the Letter of Acceptance (LOA) is issued, shall be jointly and severally liable to the Railway for execution of the contract in accordance with General and Special Conditions of the Contract. The partners shall also be liable jointly and severally for the loss, damages caused to the Railway during the course of execution of the contract or due to non-execution of the contract or part thereof.

**(b) Duration of the partnership deed and partnership firm agreement:**

The partnership deed/partnership firm agreement shall normally not be modified/altered/terminated during the currency of contract and the maintenance period after the work is completed as contemplated in the conditions of the contract. Any change carried out by partners in the constitution of the firm without permission of Railway, shall constitute a breach of the contract, liable for determination of the contract under Clause 62 of the standard General Conditions of Contract.

- (c) Governing laws:** The partnership firm agreement shall in all respect be governed by and interpreted in accordance with the Indian laws.

- (d)** No partner of the firm shall have the right to assign or transfer the interest right or liability in the contract without the written consent of the other partner/s and that of the Railway.

- X.** The tenderer shall clearly specify that the tender is submitted on behalf of a partnership firm. The following documents shall be submitted by the partnership firm, with the tender:

- (a)** A notarized copy of partnership deed or a copy of partnership deed registered with the registrar.

- (b)** A notarized or registered copy of Power of Attorney in favour of the individual to tender for the work, sign the agreement etc. and create liability against the firm.

- (c)** An undertaking by all partners of the partnership firm that they are not blacklisted or debarred by Railways or any other Ministry / Department of the Govt. of India from participation in tenders / contracts as on the date of submission of bids, either in their individual capacity or in any firm/ LLP in which they were / are partners/ members. Concealment / wrong information in regard to above shall make the bid ineligible or the contract shall be determined under Clause 62 of the General Conditions of Contract.

- (d) JOINT VENTURE:** -The participation of joint venture in the tender shall be as per Latest Railway board guidelines and as per GCC with latest revisions and corrections if any.

- (e) COMPANY REGISTERED UNDER COMPANIES ACT 2013: -**

- i.** The copies of **MOA (Memorandum of Association) / AOA (Articles of Association)** of the company.

- ii.** A copy of Certificate of Incorporation

- iii.** A copy of Authorization/Power of Attorney issued by the Company (backed by the resolution of Board of Directors) in favour of the individual to sign the tender on behalf of the company and create liability against the company.

- (f) LLP (LIMITED LIABILITY PARTNERSHIP):** If the tender is submitted on behalf of a LLP registered under LLP Act-2008, the tenderer shall submit along with the tender:

- i.** A copy of LLP Agreement

- ii.** A copy of Certificate of Incorporation

- iii.** A copy of Power of Attorney/Authorization issued by the LLP in favour of the individual to sign the tender on behalf of the LLP and create liability against the LLP.

- iv.** An undertaking by all partners of the LLP that they are not blacklisted or debarred by Railways or any other Ministry / Department of Govt. of India from participation in tender/ contracts as on the date of submission of bids, either in individual capacity or in any firm/ LLP or JV in which they were/ are partners/ members. Concealment / wrong information in regard to above shall make the contract liable for determination under Clause 62 of the standard General Conditions of Contract.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**(g) REGISTERED SOCIETY & REGISTERED TRUST:** The tenderer shall submit:

- i. A copy of the Certificate of Registration
  - ii. A copy of Memorandum of Association of society/ Trust deed
  - iii. A copy of Power of Attorney in favour of the individual to sign the tender documents and create liability against the Society/Trust.
  - iv. A copy of Rules & Regulations of the society
- If it is NOT mentioned in the submitted tender that tender is being submitted on behalf of a Sole Proprietorship firm / Partnership firm / Joint Venture / Registered Company etc., then the tender shall be treated as having been submitted by the individual who has signed the tender.
- After opening of the tender, any document pertaining to the constitution of Sole Proprietorship Firm / Partnership Firm / Registered Company/ Registered Trust / Registered Society / HUF etc. shall be neither asked nor considered, if submitted. Further, no suo moto cognizance of any document available in public domain (i.e., on internet etc.) or in Railway's record/office files etc. will be taken for consideration of the tender, if no such mention is available in tender offer submitted.
- A tender from JV / Partnership firm etc. shall be considered only where permissible as per the tender conditions.
- The Railway will not be bound by any change of power of attorney or in the composition of the firm made subsequent to the submission of tender. Railway may, however, recognize such power of attorney and changes after obtaining proper legal advice, the cost of which will be chargeable to the Contractor.

25. The tenderer whether sole proprietor / a company or a partnership firm / joint venture (JV) / registered society / registered trust / HUF/ LLP etc if they want to act through agent or individual partner(s), should submit along with the tender, a copy of power of attorney duly stamped and authenticated by a Notary Public or by Magistrate in favour of the specific person whether he/they be partner(s) of the firm or any other person specifically authorizing him/them to sign the tender submit the tender and further to deal with the tender/ contract up to the stage of signing the agreement except in case where such specific person is authorized for above purpose through a provision made in the partnership deed/ Memorandum of Understanding/ Article of Association/ Board Resolution, failing which tender shall be summarily rejected.

A separate power of attorney duly stamped and authenticated by a Notary Public or by Magistrate in favour of the specific person whether he/they be partner(s) of the firm or any other person, shall be submitted after award of work, specifically authorizing him/them to deal with all other contractual activities subsequent to signing of agreement, if required.

**Note- A power of attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of attorney is being issued. However, the Power of attorney provided by Bidders from countries that have signed the Hague Legislation Convention 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Appostille certificate.**

**26. Execution Co-relation and Intent of Contract Documents: -**

- The Tenderer whose tender is accepted shall be required to appear in person at this office, a duly authorized representative shall appear and execute the contract agreement within seven days of notice from Railways that the Contract Agreement is ready. The contract documents shall be signed in triplicate by the Railway and the contractor.
- The Contract Agreement shall be entered into by Railway only after submission of valid Performance Guarantee by the Contractor. Failure to do so shall constitute a breach of the agreement affected by the acceptance of the tender. In such cases the Railway may determine that such tenderer has abandoned the contract and there upon his tender and acceptance thereof shall be treated as cancelled and the Railway shall forfeit the bid security submitted by contractor.
- The failed contractor shall be debarred from participating in the re-tender for that work.
- The contract documents are complementary and what is called for by anyone shall be as binding as if called for by all, the intention of documents is to include all labour and materials, equipment's and transportation necessary for proper execution of work.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**27.SECURITY DEPOSIT: -**

- The Security Deposit shall be 5% of the contract value for the due and faithful fulfillment of the contract by the Contractor.
- The Bid Security/ EMD submitted by the Contractor with his tender will be retained/ encashed by the Railways as part of security deposit 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 Deposit or 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.
- 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.
- Security Deposit may be deposited by the Contractor before release of first on account bill in cash or Term Deposit Receipt issued from Scheduled Bank, 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.
- No interest shall be payable upon Security Deposit or amounts payable to the Contractor under the Contract, but Government Securities deposited in terms of Sub-Clause 16. (4)(b) (i.e. performance guarantee) of GCC-2022 will be payable with interest accrued thereon.
- The security deposit and bid security will be released to contractor as per extent provisions of GCC-2022 with latest amendments, revisions if any.

**28.PERFORMANCE GUARANTEE: -**

- a) The successful bidder shall have to submit a Performance guarantee (PG) of 5 % of the original contract value **and additional performance guarantee as per clause 16(4)(h) (As per GCC ACS-11 issued on 13.03.2026)** in any of the forms as specified in GCC-2022 within 21 (Twenty-one) days from the date of issue of LOA. Extension of time for submission of PG beyond 21 (Twenty-One) days and up to 60 days from date of issue of LOA may be given by 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 days i.e. from 22<sup>nd</sup> day after date of issue of LOA. Further, if the 60<sup>th</sup> 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

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

case the contract is terminated railway shall be entitled to forfeit bid security and other dues payable to the contractor against that particular contract, subject to maximum of PG amount. 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. Also, the failed contractor shall be debarred from participating in the retender of that work.

- b) 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 P.G. shall be initially valid upto 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 P.G. extended to cover such extended time for completion of work plus 60 days.
- c) The value of PG to be submitted by the Contractor is based on original contract value and shall not change due to subsequent variation(s) in the original contract value.
- d) 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.
- e) Whenever the contract is rescinded, the Performance Guarantee already submitted for the contract shall be encashed.
- f) **If the tender is accepted on the quoted rates of bidder which is below the advertised tender value, an additional performance security shall be submitted by the bidder as below:-**

Bid Quoted in % of Advertised Cost	Additional Performance Guarantee (%)
<b>Below 0 – 5% (Inclusive)</b>	<b>Nil</b>
<b>Below 5%</b>	<b>5%</b>

- 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:
  - I. 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.
  - II. Failure by the Contractor to pay 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.
  - III. The contract being determined or rescinded under clause 62 of these conditions.

**29. Force Majeure Clause:** If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of public enemy, civil commotion, sabotage, serious loss or damage by fire, explosions, epidemics/pandemics, strikes, lockouts or acts of God (hereinafter, referred to events) provided, notice of the happening of any such event is given by either party to the other within 30 days from the date of occurrence thereof, neither party shall by reason of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and works under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Engineer as to whether the works have been so resumed or not shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 120 days, either party may at its option terminate the contract by giving notice to the other party.

**30. Employment/Partnership Etc. Of Retired Railway Employees:**

a) Should a tenderer

- i. be a retired Engineer of the gazetted rank or any other gazetted officer working before his retirement, whether in the executive or administrative capacity or whether holding a pensionable post or not, in the Engineering or any other department of any of the railways owned and administered by the President of India for the time being,

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**OR**

- ii. being partnership firm / joint venture (JV) / registered society / registered trust etc have as one of its partners/ members a retired Engineer of the gazetted rank or any other gazette officer working before his retirement,

**OR**

- iii. Being an incorporated company have any such retired Engineer of the gazetted rank or any other gazetted officer working before his retirement as one of its directors.

**AND**

In case where such Engineer or officer had not retired from government service at least 1 year prior to the date of submission of the tender

**THEN**

- iv. the tenderer will give full information as to the date of retirement of such Engineer or gazetted officer from the said service and as to whether permission for taking such contract, or if the Contractor be a partnership firm or an incorporated company, to become a partner or director as the case may be, has been obtained by the tenderer or the Engineer or officer, as the case may be from the President of India or any officer, duly authorized by him in this behalf, shall be clearly stated in writing at the time of submitting the tender.
- b) In case, upon successful award of contract, should a tenderer depute for execution of the works under or to deal matters related with this contract, any retired Engineer of gazetted rank or retired gazetted officer working before his retirement in the Engineering or any other department of any of the railways owned and administered by the President of India for the time being, and now in his employment, then the tenderer will ensure that retired Engineer or retired gazetted officer had retired from government service at least 1 year prior to the date of his employment with tenderer and in case he had retired from service within a year then he possesses the requisite permission from the President of India or any officer, duly authorized by him in this behalf, to get associated with the tenderer.
- c) Should a tenderer or Contractor being an individual, have member(s) of his family or in the case of partnership firm/ company / joint venture (JV) / registered society / registered trust etc. one or more of his partner(s)/shareholder(s) or member(s) of the family of partner(s)/shareholder(s) having share of more than 1% in the tendering entity employed in gazetted capacity in the Engineering or any other department of the railway, then the tenderer at the time of submission of tender, will inform the authority inviting tenders the details of such persons.

**Note:-** If information as required as per above has not been furnished, contract is liable to be dealt in accordance with provision of clause 62 of Standard General Condition of contract.

- 31. Commencement of Works:** The Contractor shall commence the works within 15 days after the receipt by him of an order in writing to this effect from the Engineer and shall proceed with the same with due expedition and without delay.
- 32. Stamp Duty for Contract Agreement:** As a contract agreement will be made between Railways and firm after issuance of LOA & submission of PG by successful contractor. The stamp paper required for agreement will be arranged by Contractor at his own expense, as per prevailing rates of stamp duty of Haryana Government.

\*\*\*\*\*

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India



## **SCOPE OF WORK**

<b>Name of Work</b>	Operation & Periodic maintenance services for Telecom infrastructure & Public addressing System at Rail Coach Naveenikaran Karkhana Sonipat for 02 years (As per Scope of Work)
---------------------	---

The Contractor shall be responsible for providing comprehensive Operation and Management (O&M) services, including day-to-day operation and maintenance of all hardware and equipment covered under this Contract, as detailed in Annexure 'A' and Annexure 'B', so as to ensure that the same remain in sound condition and in efficient working order at all times. The scope of work shall include carrying out periodic preventive maintenance on a monthly basis, as well as corrective maintenance as and when required. All such maintenance activities shall be duly recorded and verified by an authorized representative of the Railway. The Contractor shall also undertake all necessary repairs and arrange replacement of defective parts and/or equipment with equivalent or higher specifications in cases where the downtime exceeds 48 hours.

The Contractor shall deploy adequately qualified, skilled, and experienced personnel for the operation and maintenance of the equipment. A competent and responsible supervisor shall be appointed to oversee and direct the work, ensuring that all activities are carried out in a proper, efficient, and workman like manner. The Contractor shall engage only trained and capable personnel. Any employee of the Contractor found unsuitable or objected to by the RCNK administration shall be removed forthwith and replaced as directed. The Contractor shall, whenever required, submit a complete and accurate return of all personnel deployed under the Contract. In the event that the Railway administration determines that the manpower deployed is insufficient for proper and timely execution of the work, the Contractor shall, within seven (07) days of such intimation, deploy additional manpower as specified, failing which the Railway shall have the right to rescind/terminate the Contract.

The AMC shall be comprehensive in nature for all equipment covered under Annexure 'B', and the cost of all spare parts and components replaced shall be borne by the Contractor, excluding consumables. The Contractor shall also be responsible for restoration of data, to the extent possible, to its original state after repair of defective equipment, which shall be subject to verification by the Railway officials.

The scope of work shall further include installation and configuration of required operating systems (such as Windows, etc.) on the equipment. However, the cost of procurement of such software/licenses shall be borne by the Railways. The Contractor shall ensure proper maintenance and uninterrupted functioning of the entire telecom infrastructure and public addressing system, including but not limited to private exchange systems, servers, optical fibre networks, cables, routers, switches, hubs, I/O boxes, and other associated components.

All service complaints registered by users shall be attended to promptly and efficiently. In case any fault is not rectified within 24 hours, the Contractor shall provide suitable standby/ replacement equipment, wherever required, for items covered under Annexure 'A'. The Contractor shall also maintain all relevant records pertaining to operation, maintenance, complaints, and rectification, and produce the same for inspection as and when required.

The detailed list of telecom equipment and associated details is enclosed as Annexure 'A' and Annexure 'B'. However, the exact scope and list of items to be covered under the maintenance agreement may vary and shall be finalized jointly by the representatives of the concerned depots/offices and the Contractor prior to commencement of the Contract.

**Day to day Operation & maintenance services:-**The contractor will be responsible for day-to-day Operation & maintenance services of Telecom infrastructure and public addressing system, the tentative list of Telecom infrastructure and public addressing system excluding the equipment's under comprehensive maintenance at RCNK/SNP is listed in below table- "Annexure A & B".

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India



**Annexure-A:**

<b>IT Network</b>					
<b>SN</b>	<b>Equipment</b>	<b>Make</b>	<b>Model No.</b>	<b>Warranty Up to</b>	<b>QTY</b>
1.	24 key IP Phone	Avaya	J159	13/07/22	20
2.	24 key KTS phone	Avaya	9508	13/07/22	20
3.	Ultrasonic High freq Rat repellent			03/11/23	10
4.	VHF Transceiver simplex, 25 watts with antenna	Motorola	GM-338	02/09/22	4
<b>Public Addressing System</b>					
5.	Reflex Horn	Ahuja	UHC-30XT	03/11/23	12
6.	PA column speaker	Ahuja	ASC-20T	03/11/23	49
7.	Microphone	Ahuja	AGN-500	03/11/23	9
8.	Microphone stand	Ahuja	ATS-500	03/11/23	9
9.	240 W mixing Amplifier	Bosch	PLE-1ME-240-IN	09/11/23	11
10.	Audio over IP sender	WorkPro	B2S-2	05/11/23	1
11.	Audio over IP receiver	WorkPro	B2S-2	05/11/23	11
<b>Audio Conference System</b>					
12.	Control unit	BOSCH	CCSD-CURD	09/11/23	02
13.	Delegate Unit	Bosch	CCSD-DL	09/11/23	20
14.	Chairman Unit	Bosch	CCSD-DL	09/11/23	2
15.	Extension cable	BOSCH	DCH-DISCLM	09/11/23	4
16.	Wireless Hand-held micro phone	Electro Voice	R-300-L-A	03/11/23	2
17.	Wireless Lavalier microphone	Electro Voice	R-300-L-A	03/11/23	2
18.	Sound cabinet loud speaker	BOSCH	LB2-UC30D1	09/11/23	8
19.	240 W mixing Amplifier	Bosch	PLE-1ME-240-IN	09/11/23	2
20.	Audio mixer	Yamaha	MG12	23/05/23	2
21.	HDMI Cable-15 Mtr	Bestnet		23/05/23	6
22.	VGA cable-15 MTR	Bestnet		23/05/23	4
23.	LS cable for speaker	Finolex		23/05/23	6000 Mtr

**Scope of Day-to-Day Operation & Maintenance Services of Telecom Infrastructure and Public Addressing System**

The scope of work under this contract encompasses comprehensive Operation and Maintenance (O&M) services for the entire Telecom Infrastructure and Public Addressing System installed at Rail Coach Naveenikaran Karkhana (RCNK), Sonipat, including factory premises as well as residential township areas. The services shall cover all Telecom related systems, whether under warranty or out of warranty, and shall also include support for audio and video conferencing systems and other associated communication infrastructure.

The Contractor shall be responsible for deploying adequate numbers of qualified engineers/technicians, and supporting staff at site for ensuring uninterrupted operation, efficient maintenance, and proper management of all equipment. The Contractor shall execute all activities necessary to maintain the systems in optimal working condition and ensure minimum downtime.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**1. Help Desk Support Services**

The Contractor shall establish and operate an effective help desk mechanism for addressing user complaints and service requests. A centralized telephone number (one landline and one mobile) and an official email ID, as provided by RCNK, shall be used for complaint registration.

The help desk shall:

- Provide a single point of contact for complaint registration and escalation.
- Maintain helpline numbers and ensure prompt response.
- Provide prompt response within 2–3 minutes for complaint registration.
- Offer telephonic and onsite support to users.
- Assist users in proper operation of devices and systems.
- Resolve basic hardware and software issues and clarify user queries.
- Coordinate with service providers and RCNK IT Helpdesk for issue resolution.

**2. Call Logging, Monitoring, and Escalation**

The Contractor shall maintain a systematic process for:

- Logging all service requests and complaints.
- Tracking the status of each call from registration to closure.
- Escalating unresolved issues to higher technical levels, wherever required.
- Maintaining records and generating periodic reports on call status and resolution timelines.

**3. Support for Systems under Warranty and New Installations**

The Contractor shall:

- Coordinate with OEMs/ vendors for resolving issues related to equipment under warranty.
- Ensure timely replacement of faulty components.
- Restore systems to their original working condition after repair.
- Maintain continuous follow-up with vendors and keep proper records.
- Keep the Engineer-in-Charge informed about progress and resolution status.

**4. Installation, Commissioning, and Upgradation Support**

The Contractor shall provide technical and supervisory support for:

- Installation and commissioning of new hardware/software systems.
- Execution of system upgradation projects such as LAN expansion, server upgrades, etc.
- Ensuring proper integration of new systems with existing infrastructure.

**5. Audio and Video Conferencing Support**

The Contractor shall:

- Provide complete support for audio and video conferencing systems.
- Ensure seamless functioning of all such systems with minimum disruption.

**6. Hardware Management**

The Contractor shall undertake:

- Regular inspection, monitoring, and preventive maintenance of all hardware.
- Troubleshooting and repair of servers, desktops, laptops, and networking devices.
- Timely upgradation and replacement of outdated or faulty hardware.
- Ensuring that all hardware components function efficiently at all times.

**7. Software Management**

The Contractor shall be responsible for:

- Installation, configuration, and maintenance of operating systems and applications.
- Regular updates, patches, and security fixes.
- Ensuring compliance with software licensing norms.

**Note:**

- Cost of software procurement shall be borne by Railways.

**8. Performance Monitoring and Optimization**

The Contractor shall:

- Continuously monitor system performance and resource utilization.
- Identify bottlenecks and implement corrective measures.
- Carry out capacity planning to meet future requirements.

**9. Troubleshooting and Technical Support**

The Contractor shall ensure:

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

- Prompt response to all technical issues.
- Root cause analysis and implementation of corrective and preventive actions.
- Availability of 24x7 support for critical systems to minimize downtime.

**10. Hardware and Software Upgrades**

The Contractor shall:

- Assess the need for upgrades periodically.
- Plan, test, and implement upgrades in coordination with Railway officials.
- Ensure minimal disruption during upgrade activities.

**11. Documentation and Record Keeping**

The Contractor shall maintain:

- Detailed records of system configurations and inventory.
- Logs of maintenance activities, faults, and resolutions.
- Updated documentation for all systems and processes.

**12. Remote Monitoring and Management**

The Contractor shall:

- Implement remote monitoring tools for proactive fault detection.
- Provide remote troubleshooting support wherever feasible.
- Ensure faster resolution of issues through centralized monitoring.

**Day to Day Telecom Infrastructure Operation & Maintenance:****1. Telecom Equipment Maintenance**

- Regular maintenance of switches, routers, access points, and other telecom devices.
- Firmware updates and configuration optimization for improved performance.

**2. Voice Communication Systems**

- Maintenance of PBX (Private Branch Exchange) and VoIP systems.
- Management of telephone lines, extensions, and configurations.
- Prompt resolution of voice communication issues.

**3. Wireless Network Management**

- Monitoring and maintenance of wireless access points.
- Optimization for maximum coverage and minimal interference.

**4. Cabling and Connectivity**

- Inspection and maintenance of network cabling infrastructure.
- Addition and relocation of network points as per operational requirements.

**5. Telecom Network Security**

- Implementation of robust security measures.
- Conducting periodic security audits and vulnerability assessments.

**6. Telephone Services Management**

- Management of call routing, voicemail, call forwarding, and conferencing.
- Monitoring call quality and taking corrective actions.

**7. Emergency Communication Systems**

- Maintenance and testing of intercoms and emergency alert systems.
- Ensuring readiness during emergency situations.

**8. Backup and Redundancy Systems**

- Establishment of backup systems to ensure continuity.
- Periodic testing of failover mechanisms.

**9. Reporting and Documentation**

- Maintenance of inventory and configuration records.
- Submission of periodic performance and maintenance reports.

**10. 24x7 Support Services**

- Providing round-the-clock support for telecom-related issues.
- Immediate response to critical faults to minimize downtime.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**Comprehensive Annual maintenance Contract**

Comprehensive Annual Maintenance Contract: On-site CAMC should cover all items of hardware and software and its updates, licenses and support. CAMC of Telecom infrastructure as per annexure- "B" includes the following:

- a) Preventive maintenance: Scheduled monthly inspection & maintenance to prevent equipment breakdown. This includes cleaning, firmware/software update and minor repair.
- b) Corrective/breakdown maintenance: Addressing unexpected issues and faults as they arise, this includes repairing and replacing of faulty components & providing technical support.
- c) Documentation: contractor will provide reports detailing maintenance activities, issue resolution and performance statistics, maintain a record of all service requests and their resolutions.
- d) For all the Equipment under AMC with the AMC holder, the spare parts and components have to be supplied by the AMC holder himself. He has to either repair the damaged component or replace it with a new component at his cost. All other spares have to be supplied by the AMC holder. Necessary Tool kit is to be maintained with service engineer consisting of electro Static wrist band, insulated tools, good quality multi-meter with spare battery etc. Officer can check the list of tools and any lapse will be viewed seriously and attracts penalty.
- e) **PROTECTING EQUIPMENT FROM DUST:** Dust is one of the major problems at almost all the Locations. Therefore, the AMC holder should supply one hand held vacuum cleaner/blower to each of the Service Engineers. The Service Engineer will carry this vacuum cleaner/blower to Locations, whenever he goes for Scheduled Maintenance. Apart from removing the dust from all the Equipment, the Service Engineer should remove the dust from the cables and wires which are under his AMC. Further, it is essential that all the spare Equipment is kept in a card board box to prevent dust accumulation. Necessary instructions in this regard have been given to Railway Staff at the Locations. The Service Engineer should check this aspect and in case any spare Equipment is not kept in a card board box, the Service Engineer should inform the same to Dy. CME/ RCNK office through a letter, e-mail. The date and time of rectification of failure or repair to equipment should be informed to consignee by the consignee.
- f) Payment will be made at the end of every three months duly deducting all Taxes, Penalty charges, Conservancy charges etc. on satisfactory completion of maintenance during the period under review on a certificate issued to this effect by Dy. CME/RCNK or authorized representative
- g) Penalties for not repairing/ replacement of faulty equipment/cables within time i.e. D (Date of failure + time required by the OEM for making availability of the equipment) - 02 days (working days) after which penalty be levied as under: -

SN	Days	Penalty
1	D+1, D+2	Rs. 500/- per day per equipment
2	D+3, D+4	Rs. 1000/- per day per equipment
3	D+5, D+6, D+7	Rs. 2000/- per day per equipment
4	D+8 and beyond	Rs. 5000/- per day per equipment

**Description of items under Periodic Maintenance:****Annexure-B:**

SN	Description of Item	Make	Model/Serial no.	Warranty (Till date)	Qty
Private EPBAX-Exchange- Avaya IPO-SELECT R10 +IP500 E1 for 1200 lines, DTMS Analog subscriber-150, Analog subscriber line-66, Digital multi key lines-48.					
1.	EPBAX Server	AVAYA	3N406C3	13/07/2022	1
2.	IPO IP 500 v2 cntrl unit	AVAYA-Pcs02	23WZ0520C0CE	13/07/2022	1
3.	IPO IP500 EXP MOD ANLG TRNK 16(700449473)	AVAYA	21WZ2020C005	13/07/2022	1
4.	IPO IP500 Digital station	AVAYA	21WZ0860C00R	13/07/2022	2

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

	DS16B V2 RJ45-PCS01		21WZ2530C0GW		
5.	IPO IP 500 IP500EXP MOD PHONE 30(700426224)	AVAYA	18WZ3850C0RC 19WZ3940C3TE 19WZ3940C3W2 19WZ3940C3WR 19WZ4320C691 19WZ3230C02F 19WZ4320C6C3	13/07/2022	7
6.	IPO IP 500 EXTN CARD PHONE 8 (700417231)	AVAYA	21WZ2230C0NE	13/07/2022	1
7.	IPO IP500 EXT CARD DGTL STA8 (700417330)	AVAYA	21WZ1550C1JL	13/07/2022	1
8.	IPO IP500 TRNK PRI UNVSL DUAL (700417462)	AVAYA	21WZ1230C11Y 21WZ1230C104	13/07/2022	2
9.	IPO IP500 RACK MNTG KIT (700429202)	AVAYA	20WZ50100906 TO 20WZ51011808	13/07/2022	09
10.	IPO IP500 EXP CARD (700472889)	AVAYA	20WZ0130C08C	13/07/2022	1
11.	IP OFF. 500 VR2 CNTRL UNIT (700476005)	AVAYA	21WZ1960C48M	13/07/2022	1
12.	IP OFFICE IP 500 VE SYSD CARD (700479702)	AVAYA	21CW126000046	13/07/2022	1
13.	BUTTON MOD 12B (700480643)	AVAYA	20N51120C0P8 20N51120C0R7	13/07/2022	2
14.	IPO MC VCM64 V2(700504032)	AVAYA	21WZ2430C04W	13/07/2022	1
15.	GLOBAL SNGL PT POE INJCTR KIT (700512602)	AVAYA	20TP202007XX 20TP2020090H	13/07/2022	2
16.	9508 TELESET FOR IPO ICON ONLY (700504842)	AVAYA	21WZ20600136 21WZ20600141	13/07/2022	2
17.	IP-DSLAM				1
18.	IP DSLAM ZYXEL-IP Express-IES-5112	ZYXEL	S190Z36000718	13/07/2022	1
19.	ADSL line card	ZYXEL	ALC1372G-51	13/07/2022	2
20.	Management Switch card	ZYXEL	MSC1024GC	13/07/2022	2
21.	IP-DSLAM 24 Port XDSL splitter card	ZYXEL	VSC1224-41 ADSL	02/09/2022	9
22.	Telco 50 to telco 50 cable	Basenet		13/07/2022	9
23.	Telco 50 to open end cable	Basenet		13/07/2022	9

**Annexure: - C**

<b>Day to day Operation &amp; maintenance services- O &amp; M for Telecom, IT &amp; Networking Infrastructure.</b>				
<b>S N</b>	<b>Telecom and Public Addressing Infrastructure</b>	<b>Location</b>	<b>Item Qty</b>	<b>Unit</b>
1.	Round the Clock O & M for Private EPBAX Exchange & for land line phones.	Admin Block, factory & residential block	01	Job
2.	Day to Day O & M for Audio, Video & Public addressing system consists of Conference Room & training centre.	Admin Block, factory, residential block.	01	Job

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**NOTE:** Most of the telecom hardware and related peripherals installed at different locations to be covered under Periodic Maintenance were procured/installed in the year 2021-22. If this organization replace the old items will upgrade new items in a phased manner. Naturally, the new items will be covered under warranty by OEM and old items will be disposed of on buy back basis against these new items, hence these items will go out of scope of Periodic maintenance. However, contractor has to provide maintenance/ software support to keep these new items operational.

Items under warranty: The agency shall ensure the following for items under warranty

- a) Any hardware issues with the items under warranty should be taken up with the supplier/OEM by raising a complaint by firm and same must be informed to RCNK.
- b) Follow up action to taken after raising the complaint by the firm and must be updated to RCNK.
- c) Items under warranty should not be opened for any servicing during the period of warranty, only software support, network configuration, is required for items under warranty.

All devices including EPBAX exchange and telecom infra should be properly checked before accepting LOA. Any issue's fault or damage reported after accepting LOA will not be accepted for pre-periodic maintenance repair cost.

### **Deployment of Manpower for Day-to-Day operation and periodic Maintenance Services.**

The support services shall be made available at the RCNK site/township on all working days during the normal working hours of RCNK, i.e., from 08:00 hrs to 17:30 hrs, except for the round-the-clock services specified separately.

However, in case of urgent requirements, the deployed service engineers shall attend complaints beyond normal working hours, including holidays. The deployment of service personnel may be arranged in a staggered manner to ensure adequate coverage during office hours. Additionally, a minimum of One (01) maintenance engineers/technicians shall remain available on call after office hours and on holidays to attend emergency situations.

1. **Deployment of Manpower-**The contractor shall deploy qualified and experienced full-time engineer for providing Operation & Maintenance services. In case of undue delay in attending or resolving complaints, the contractor shall, upon request of the Engineer-in-Charge (EIC), deploy additional manpower of appropriate category without any extra cost.
2. **Verification and Replacement of Personnel-** The service personnel proposed by the contractor may be assessed by the Engineer-in-Charge or his authorized representative to verify their qualifications, competence, and suitability. RCNK reserves the right to seek replacement of any personnel whose performance is found unsatisfactory. Any replacement shall be made only with personnel possessing equivalent or higher qualifications and experience, and only after obtaining prior approval of the Engineer-in-Charge following a competence test/interview, if required.
3. **Pre-Deployment and System Familiarization-**It is desirable that the contractor deploys service engineers in advance of the contract commencement date to verify the proper functioning of all systems and peripherals. Any deficiencies observed shall be documented and submitted to the Engineer-in-Charge at least one (01) day prior to the start of the contract to facilitate resolution by the existing contractor.

No claims regarding non-functional equipment shall be entertained after commencement of the contract, and it shall be deemed that all systems are in working condition at that time. The deployed personnel shall also familiarize themselves with site locations and user sections in coordination with the existing contractor. The decision of the Engineer-in-Charge in this regard shall be final and binding.

4. **Timely Mobilization-**The contractor shall ensure deployment of the complete manpower as specified in Annexure 'D'.
5. **Working Hours and Compensation-** No additional payment shall be made for extra hours worked by the contractor's personnel. However, compensatory leave may be granted at the discretion of the Engineer-in-Charge, subject to fulfilment of the stipulated manpower availability requirements at all times.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India



6. **Compliance with Safety and Security Regulations**- All service personnel shall strictly adhere to the safety, security, and other applicable regulations in force at the site. They shall not engage in any activity other than the assigned duties under the contract.  
Any violation of these provisions may result in termination of the contract and/or imposition of penalties as decided by the Competent Authority of RCNK.
7. **Police Verification and Security Clearance**- All personnel deployed at RCNK shall possess valid Police Verification Certificates (PVC) in accordance with prevailing security guidelines. The contractor shall be solely responsible for obtaining and maintaining such clearances and ensuring compliance throughout the contract period. Non-compliance shall attract penalties as decided by the Engineer-in-Charge.

**Annexure: D**

Sr. No.	Post	Essential Qualification
1.	Site In charge Cum/ Telecom Manager	Bachelor's degree/Diploma in computer science, electrical/electronic engineering, information technology, or another related field.
2.	Telecom Technician	Diploma/ITI in Electronics/computer or equivalent with 1 year experience in relevant field Or High school with minimum 3-year experience in installation or maintenance of telecom field.
3.	Assistant	High school

**Essential Tools to be provided by contractor to the staff deployed at RCNK:**

SN	Tool Description	Qty required
1.	Crimping Tool-D-link	02
2.	Professional wrench tool kit-Bosch	01 set
3.	Punching tools-KROWN	02
4.	Rj-45, RJ-11 Connector	500 each
5.	Laptop-i5, 8GB RAM, 500 GB SSD with graphic card or better	01
6.	Digital Multimeter	02
7.	LAN Tester-D-Link	02
8.	Docking station-	02
9.	Insulated Plier	02
10.	Screw Driver Set	02
11.	Nose Plier	02
12.	Hack Shaw	02
13.	Knife	02
14.	Ratchet Set	02
15.	Aluminium Ladder-20 feet	01
16.	Hot Air blower	01
17.	Vacuum cleaner	01

**List of material/equipment's required during maintenance period on condition basis**

The following material should be supplied by the contractor on condition basis during execution of the work and the payment of material/equipment will be done **solely on actual consumption basis**. The equipment supplied by the contractor must be of equivalent brand and must be with equivalent or better specifications.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**Annexure: E**

<b>Telecom Network</b>				
<b>S.NO.</b>	<b>Description</b>	<b>Make</b>	<b>Model</b>	<b>Qty</b>
1.	24 key IP Phone	Avaya	J159	2
2.	24 key KTS phone	Avaya	9508	2
3.	Push button telephone	Beetal	M60	20
4.	PIJF cable	Singla or equivalent	50 pair	500 M
5.	PIJF cable	Singla or equivalent	20 pair	250 M
6.	PIJF cable	Singla or equivalent	10 pair	250 M
<b>Public Addressing System</b>				
7.	Reflex Horn	Ahuja/Bosch/Boss	UHC-30XT	2
8.	PA column speaker	Ahuja/Bosch/Boss	ASC-20T	5
9.	Microphone	Ahuja/bosch/Boss	AGN-500	2
10.	240 W mixing Amplifier	Bosch/Boss	PLE-1ME-240-IN	3
11.	Audio over IP sender	WorkPro	B2S-2	1
12.	Audio over IP receiver	WorkPro	B2S-2	2
<b>Audio &amp; video Conference System</b>				
13.	Control unit	BOSCH	CCSD-CURD	1
14.	Delegate Unit	Bosch	CCSD-DL	4
15.	Chairman Unit	Bosch	CCSD-DL	1
16.	Extension cable	BOSCH	DCH-DISCLM	1
17.	Wireless Hand-held micro phone	Electro-Voice	R-300-L-A	1
18.	Wireless Lavalier microphone	Electro-Voice	R-300-L-A	1
19.	Sound cabinet loud speaker	BOSCH	LB2-UC30D1	2
20.	240 W mixing Amplifier	Bosch	PLE-1ME-240-IN	1
21.	Audio mixer	Yamaha	MG12	1

**Other Terms of Scope of Work**

1. The Comprehensive Annual Maintenance Contract (CAMC) shall include safeguarding of user data prior to undertaking any preventive or corrective maintenance. The scope shall also cover repair and maintenance of all Telecom hardware, software components, and associated electrical installations included under the CAMC.
2. The contract shall encompass the entire Telecom infrastructure, including all systems, peripherals, earthing arrangements, and electrical support systems such as UPS, circuit boards, inverters, etc. The contractor shall be responsible for maintaining the complete Telecom infrastructure in efficient and satisfactory working condition throughout the contract period.
3. The contractor shall deploy the minimum required manpower as specified in the relevant schedule, consisting of well-qualified and experienced Service Engineers with appropriate qualifications in Computer/Hardware/Electrical Engineering. In addition, the contractor shall arrange for specialized IT/Electrical experts, as and when required, to support the on-site team in resolving complex issues that cannot be handled at the site level.
4. RCNK reserves the right to assess the suitability and competence of the personnel proposed for deployment, including the Team Leader and Service Engineers, through interviews or other means prior to their engagement. In case any personnel are found lacking in required qualifications, experience, or competence, the contractor shall replace such personnel immediately.
5. All personnel deployed under the contract shall be provided with proper uniforms and company-issued identity cards duly signed by the authorized signatory of the contractor. The personnel shall mandatorily wear the uniform and carry valid identity cards while on duty at RCNK premises.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

6. The contract shall be comprehensive in nature, and no additional charges shall be payable by RCNK on account of general wear and tear or replacement of spare parts for items covered under the CAMC.
7. The contractor shall ensure that the entire Telecom infrastructure remains in uninterrupted and optimal working condition throughout the contract period.
8. The CAMC shall cover replacement and maintenance of all components, including external body parts such as plastic covers, required for ensuring smooth and defect-free operation of Telecom infrastructure and peripherals. The scope shall include attending all unscheduled breakdown calls and carrying out preventive as well as corrective maintenance. All defective components shall be replaced with new, high-quality, OEM-approved parts only. The use of repaired, refurbished, or non-standard parts shall not be permitted. However, consumable items such as batteries shall be excluded from the scope of replacement under CAMC.
9. The contractor shall maintain an adequate stock of essential and critical spare parts at the site to minimize equipment downtime. The quantity of such spares shall be determined mutually between the contractor's representative and the Engineer-in-Charge or his representative, based on failure trends observed during the initial two months of the contract.

\*\*\*\*\*

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

## **SPECIAL TERMS AND CONDITIONS**

1. **NAME OF WORK:** Operation & Periodic maintenance services for Telecom infrastructure & Public addressing System at Rail Coach Naveenikaran Karkhana Sonipat for 02 years (As per Scope of Work)
2. **CONSIGNEE:** JC/IT/RCNK/SNP or as nominated by railway. He will be the authorized representative of Railways for proper system for departmental auditing and full proof mechanism for inspection, supervision and identification of work done by the contractor.
3. **DURATION/ PERIOD OF CONTRACT:** 02 Years (24 Months) from the date of issue of Letter of Acceptance.
4. This contract shall be governed by "General Conditions of Contract-2022" of the Indian railways with all latest corrections slips and amendments issued from time to time, but may be superseded by special conditions where specified.
5. **Submission of tender: -**
  - a) The tenderer shall consider all the costs of manpower, transportation, taxes and all incidental and consequential expenses for the work, as no escalation in rates will be entertained during entire period of contract.
  - b) The tenderer before tendering can inspect the site, if he desires to examine the actual working condition.
  - c) Participating firm shall go through scope of work, Bill of material meticulously prior to quoting their offer.
  - d) **Annexure-I is to be submitted by firms if it is applicable to them (i.e. by each member of partnership firm/ Joint Venture (JV)/ Hindu Undivided Family (HUF)/ Limited Liability Partnership (LLP) etc.). If Annexure-I is applicable to firm and firm fails to submit it the offer is liable to be summarily rejected.**
  - e) **Contractor's understanding: -** it is understood and agreed that the contractor has, by careful examination satisfied himself as to the nature, scope and location of the work, the type/ character of equipment and facilities needed preliminary to, and during the progress of the work, the general and local conditions, the labour conditions prevailing therein and all other matters which can in any way affect the work under the contract.
  - f) The submission of the tender will be deemed to imply that the memorandum and all documents enclosed have been studied and understood, and the tenderer is aware of the full scope of the work to be done and the conditions affecting the execution.
  - g) **Railway Administration is not bound to consider any Special Terms and conditions quoted by the bidder.**
  - h) **POLICE VERIFICATION: -The contractor is required to submit police verification report of its employees as deployed by contractor at the start of work and will have to submit copy of police verification to Railways. The indicative format for same is being furnished as Annexure-III in this tender document.**
6. The tenderer may submit copy of documents showing particulars of similar work carried out in support of their experience as credential.
7. The successful firm after award of work will have to submit the performance guarantee in any of the forms as mentioned in Standard General Conditions of the contract (GCC-2022). The security deposit and performance guarantee will be forfeited, if the contractor fails to comply with any of the conditions of the contract. Amount of Security Deposit will be deducted from running bills. The SD & PG of the firm shall be released as per relevant clause of GCC.
8. **MANPOWER: -**
  - The contractor shall furnish a list of manpower deployed by him along with full description; address etc. for this work prior to start of the work to the consignee of this work and shall notify the changes there in from time to time.
  - The staff deployed shall be efficient and competent to execute the work in proper and desirable manner, up to the satisfaction of Railways.
  - Also, the contractor shall deploy suitable/ requisite no of manpower for smooth and hassle-free execution of the work without any delay.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

- **IDENTITY CARDS** -The firm shall provide identity cards with photographs pasted and attested by the firm to all labors engaged for this work. No staff of the firm without proper identity card will be allowed to work inside the workshop premises. Failure in compliance of this shall lead to imposition of penalty as per penalty clauses.
  - Railway reserve the right to verify/ Check the identity card of staff at any point of time while working in Railway premises. In case the identity card is not available with staff, the concerned staff will not be permitted to work in the Railway premises.
  - **GATE PASS SYSTEM:** - As the work is to be carried out in the workshop premises, so contractor and his deployed staff shall follow gate pass system and seek permission from railway authorities for deploying his staff.
- 9. WORKING HOURS:** - Normally all work is required to be done in working hours on working days. However, in case of special requirements the aforesaid timings can be changed as per Railway requirement and at the discretion of Railway Administration. If the need arises to work beyond normal working hours, prior permission from railways authorities shall be taken for that.
- 10. SAFETY NORMS:** - The contractor and his staff shall abide all the industrial safety rules, statutory rules as applicable to this work/ service and other rules while in the workshop premises. It shall be the sole responsibility of contractor that his staff comply the rules.
- 11. UNIFORM:** - The contractual staff deployed by firm shall wear fluorescent orange net jackets in summer season (April to October) and fluorescent orange full jackets in winter season (November to March) with firm's name printed on front and back of uniform/ dress. Any failure on this account shall make the firm liable for penalty as per penalty clauses.
- 12. INDEMNITY BY CONTRACTORS:** The Contractor shall indemnify and save harmless the Railway from and against all actions, suit, proceedings, losses, costs, damages, charges, claims and demands of every nature and description brought or recovered against the Railways by reason of any act or omission of the Contractor, his agents or employees, in the execution of the works or in his guarding of the same. All sums payable by way of compensation under any of these conditions shall be considered as reasonable compensation to be applied to the actual loss or damage sustained, and whether or not any damage shall have been sustained.
- 13. CLAIMS & COMPENATION:** - Railway shall not be liable for any claim/ compensation etc or any accident/ injuries caused to the staff of the contractor during the course of contract. It shall be the responsibility of the contractor to deal with such matters.
- 14. COMMUNICATION:** -
- All the communications to the contractor or his authorized representative for work shall be made by consignee for execution of work.
  - Contractor authorized person shall obtain direction from consignee regarding the execution of work.
- 15. QUALIFIED ENGINEERS:** - In terms of Provisions of clauses of GCC, the tenderer shall employ qualified engineer for execution of allotted work as follows: -
- a) One qualified graduate engineer when cost of work to be executed is Rs 200 Lakhs and above.
  - b) One qualified diploma holder engineer when cost of work to be executed is more than 25 Lakhs but less than Rs 200 Lakhs.
  - c) In case the Contractor fails to employ the Engineer, as aforesaid in above Para, he shall be liable to pay penalty at the rate of Rs 40000 per month in case of above clause (a) and Rs 25000 per month in case of above clause (b).
- 16. CARE TO BE TAKEN BY STAFF OF CONTRACTOR:** -
- a) The contractor's staff shall in no case/ circumstances carry any dangerous/ inflammable material or any illegal material in the workshop premises.
  - b) The contractor's staff shall not consume or carry any alcoholic substance, tobacco or narcotic drugs in the workshop premises.
- The contractor's staff shall take due care about such things, if contractor's staff violates such instructions, then the concerned staff shall be immediately removed from the workshop

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

premises and alternate arrangements be made by contractor such that work is carried out smoothly.

17. The work should be carried out in consultation with consignee in such a manner that railway working or out turn should not be affected.
18. The contractor shall not sublet or assign this contract or allow any person for any reason to become interested therein in any manner without the written permission of Railway. In the event of contractor subletting or assigning the contract or transaction, Railway administration shall be free to determine the contract as per the General conditions of contract.
19. No accommodation shall be given to any contractor(s) staff for the purpose of stay.
20. No railway Pass/ PTO shall be given to the men engaged by the contractor.
21. The contractor shall be responsible for the general conduct and discipline of his staff; Railway administration reserves the right to take necessary action in form of penalty as per penalty clauses in all cases of misconduct/ indiscipline/ Illegal activities. Contractor shall ensure good credentials of staff engaged for this work in workshop. If any staff member of the contractor is found indulging in misconduct/ indiscipline/ illegal activities, then he shall be immediately removed from the work.
22. A fee per legal document, like partnership deed, power of attorney or Bank guarantee executed before or after the execution of the contract, will be charged/ recovered from the contractor for obtaining legal Advice from Law Officer of Railways, if required, as per latest rules and guidelines.

**23. WORK INSTRUCTIONS: -**

- a) Contractor should complete work as per scope of work or as directed by railway.
- b) The Work shall be done to the satisfaction of consignee or any other representative as nominated by Railways.
- c) The work shall be carried out as per standard practices and procedures in consultation with consignee. The firm shall counsel his staff from time to time in this regard.
- d) Payment to the firm will be done as per accepted schedule of rates for the actual work done as per certification by consignee. Payment for condition-based items will be strictly as per actual consumption only; the replacement of condition-based items will be done after preparing of joint note by firm authorized person with consignee.
- e) All the tools, machinery, equipment's, labour components, material component will be in the scope of contractor and contractor will have to arrange resources as per requirement of work.
- f) Maintenance/repair is to be done by firm on site. If for any reason any machine is required to be taken out of Railway Premises for rectification, the firm will arrange to return back rectified machine/ component within 48 Hrs. of taking away from Railway premises. In case, it is not possible to return rectified machine within above specified time limit, firm will provide a standby arrangement such that Railway working is not impacted till the machine under repair is returned and made fully operational. The firm shall ensure that the machine is restored to fully working condition at the earliest. If due to some genuine reason the machine/ system can not be restored fully and more time is needed (beyond 48 hours) firm shall seek permission from railways citing valid reasons and Railway reserves the right to permit for time extension or impose penalty in this regard.
- g) Firm has to ensure that the Operating Systems, Application software's & data on server remains intact and available to Railway under all circumstances.
- h) As the firm and staff will be having access to data of Railways during contract execution, the firm will have to ensure strict confidentiality of data. In case of any data leakage Railway reserve the right to hold firm liable for criminal action.
- i) Firm representative shall maintain register of logs/ complaints and shall maintain complete records with corrective action taken.
- j) The contractor shall ensure that any item/ consumable/ spare part etc required for smooth functioning of the system shall be maintained by contractor at his disposal.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India



- k) The firm shall ensure that all wires/ cables shall be ensured for proper clamping and dressing using cable ties, conduits, gourmet, copper thimble, wire ferrules, cable jackets etc when and where required, the material used for the same shall be supplied by the contractor.
- l) All the parts/ spares etc replaced during contract shall be compatible with existing system.
- m) The contractor shall ensure safety measures for the system to deal with contingent situations like power fluctuations etc.
- n) **Warranty:** - The contractor shall provide warranty of replaced material of at least one year from date of commissioning or as per specification of the material supplied.
- o) Any activity not specifically mentioned in scope of work but is necessary for smooth functioning of system shall be carried out by firm without any additional cost.
- p) The work shall be carried out in such a manner that there is no damage to Railway property by contractor or his staff. If any damage is caused to Railway property same shall be restored to same state as previously by firm at his own expense. If firm fails to restore it firm will be liable for a penalty equivalent to actual direct losses incurred and as per assessment approved by competent authority.
- q) Contractor shall ensure that rubbish/ waste generated during the work is collected and dispensed off to a place as nominated by Railways.

**24. INSPECTION OF THE WORK:** - The work shall be inspected by Consignee (or any other authorized representative of Railway) and any deficiency found shall be rectified immediately by contractor. In case the work is found unsatisfactory the contractor may have to carry rework and no additional time will be allocated for such rework.

**25. PENALTIES:**

- a) Failure to deploy staff for day to day functioning of system
- b) In case the firm fails to attend/ carry out/ complete/ Unsatisfactory preventive maintenance as per mutually agreed schedule, firm will be liable for a penalty of Rs 1000/- per incident and no payment for that monthly will be made to firm.
- c) The firm shall immediately attend any breakdown and in case system is under breakdown/ repair for more than 48 hours due to any reason firm will be liable for a penalty of Rs 1000/- per day till system is restored to fully functioning condition.
- d) A penalty of Rs 300/- per occasion will be levied on contractor of contractor's staff does not follow the instruction passed by Railway authorities on site/ found intoxicated.
- e) In case firm's staff is not found in uniform and possession of identity card & PPE firm will be liable for a penalty of Rs 200/-per day per person.
- f) In case of Adverse report regarding firm's performance by consignee or any other official of Railways, a penalty of Rs 1000/- per occasion will be imposed.
- g) In case of any damage to the Railway property due to any negligence, rough handling or fire in the course of work due to firm's fault, the cost of damage will be recovered as per the extent of damage assessed by the Competent Authority (Dy. CME/RCNK/SNP).

**26.** All the penalties will be deducted from running bills/ SD/PG as per General Conditions of contract.

**27.** The decision of competent authority of Railways regarding the imposition or waiving of penalties is final and binding on the contractor.

**28.** In case of any dispute arising out of contract the decision of competent authority of Railways is final and abiding on the contractor.

**29. PAYMENT:**

- Contractor has to submit bill (in Triplicate) in favour of Dy. CME/RCNK for the work completed.
- Payment for the same will be processed only after satisfactory certification and confirmation from consignee as per accepted rates of work.
- Payment will be arranged by Sr. AFA/ RCNK, NR, through EFT.
- Contractor has to submit his bank account details for payment through EFT.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

- All necessary deductions will be made by railway from bills as per latest govt. policies like income tax, GST, SD, cess charges, penalties (if any) etc.
  - Bill Passing authority- Dy. CME/ RCNK
  - Bill Paying Authority- Sr. AFA/RCNK.
  - Any statutory tax/ duty levied by the Government of India upon the transaction of connection with any service performance herein shall be binding on the parties
- 30. MEASUREMENT:** - Measurement book is required to be signed by contractor before submitting bill to bill paying authority.
- 31. VARIATION OF CONTRACT:** -Railway reserves the right to vary tendered/Contract schedule as per extent provisions of GCC with latest correction slips; contractor has to abide the same.
- 32. TERMINATION OF CONTRACT:-**Railway Administration may terminate the contract by giving to the contractor a notice without assigning any reason thereof and in the event of breach of any condition therein, committed by the contractor in the event of any misconduct on the part of the contractor or his workman, it shall be lawful for the Railway Administration to terminate this agreement forthwith without any notice and to forfeit the whole or part of security deposit at their discretion without being liable to the contractor for any loss or damage whatsoever.
- 33. SUSPENSION OF WORK:** - The contractor shall on the direction of Railways, suspend the progress of the works or any part thereof for such time or times and in such manner as Railway may consider necessary.
- 34.** The efficacy of contract will be reviewed during mid-term of the currency of the contract and quarterly thereafter. Railway reserves the right for the pre-closure of contract with due notice.
- 35. SHRAMIK KALYAN PORTAL:** - The contractor is mandatorily required to register on Shramik Kalyan portal of Railways and keep it updated from time to time.
- 36. JURISDICTION OF COURTS:** - The legal court jurisdiction shall remain limited to civil court, Sonapat and High court of Punjab and Haryana.
- 37. STATUTORY OBLIGATIONS:** Firm shall comply the statutory obligation as applicable as per GCC and will have to submit the relevant documents as desired by Railways. The firm shall abide the guidelines in this regard as issued by RB/ Northern Railways from time to time.

\*\*\*\*\*

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**SCHEDULE OF RATES (BILL OF QUANTITIES)**

<b>Tender No</b>	17-RCNK-OPN-TELE-2026
<b>Name of Work</b>	Operation & Periodic maintenance services for Telecom infrastructure & Public addressing System at Rail Coach Naveenikaran Karkhana Sonipat for 02 years (As per Scope of Work))
<b>Cost of Work (in Rs) (Inclusive of all taxes and expenses)</b>	Rs 42,31,462.64/- (Rs Forty-Two Lakh Thirty-One Thousand Four Hundred Seventy-Two and Seven Paise Only)
<b>Period of Contract</b>	24 Months (02 Years) from date of issue of LOA.

S.N o.	Item Code	Item Qty	Qty Unit	Unit Rate	Basic Value	Escl.(%)	Amount	Bidding Unit
Schedule () A-Operation and maintenance of telecom & public addressing system System at RCNK/SNP (As per Scope of Work)							3315387.60	
1	1	24.00	Month	105612.50	2534700.00	AT Par	2534700.00	
	Description: - Round the clock operation and maintenance for private EPBAX exchange & for landline phones as per Annexure-C of scope of work.							
2	2	24.00	Month	32528.65	780687.60	AT Par	780687.60	
	Description:- Day to Day O & M for Audio, Video & Public addressing system consists of Conference Room & training center as per Annexure-C of scope of work.							
S.N o.	Item Code	Item Qty	Qty Unit	Unit Rate	Basic Value	Escl.(%)	Amount	Bidding Unit
Schedule () B-Material Required as per Annexure- E of Scope of Work (Condition Based item- actual consumption will be as per requirement of Railways and payment will be made for actual consumption only)							916075.04	
1	1	2.00	Numbers	9886.04	19772.08	AT Par	19772.08	
	Description: - 24 key IP Phone as per Annexure-E of scope of work. Make-Avaya							
2	2	2.00	Numbers	7959.10	15918.20	AT Par	15918.20	
	Description: - 24 key KTS phone as per Annexure-E of scope of work. Make-Avaya							
3	3	20.00	Numbers	887.23	17744.60	AT Par	17744.60	
	Description: - Push button telephone as per Annexure-D. Make-Beetal							
4	4	500.00	Metre	196.86	98430.00	AT Par	98430.00	
	Description: - PIJF cable 50 pair as per Annexure-E of scope of work. Make-Singla or Equivalent							
5	5	250.00	Metre	104.60	26150.00	AT Par	26150.00	
	Description: - PIJF cable 20 pair as per Annexure-E of scope of work. Make Singla or equivalent							
6	6	250.00	Metre	69.82	17455.00	AT Par	17455.00	
	Description:- PIJF cable 10 pair as per Annexure-E of scope of work. Make-Singla or equivalent							
7	7	2.00	Numbers	1624.49	3248.98	AT Par	3248.98	
	Description:- Reflex Horn as per Annexure-E of scope of work. Make Ahuja/ Bosch/ Boss							
8	8	5.00	Numbers	1656.33	8281.65	AT Par	8281.65	
	Description:- PA column speaker as per Annexure-E of scope of work. Make- Ahuja/ Bosch/ Boss							
9	9	5.00	Metre	1797.92	8989.60	AT Par	8989.60	
	Description:- Microphone as per Annexure-E of scope of work. Make Ahuja/Bosch/Boss							
10	10	3.00	Numbers	19870.94	59612.82	AT Par	59612.82	
	Description:- 240 W mixing Amplifier as per Annexure-E of scope of work. Make- Bosch/Boss							
11	11	1.00	Numbers	42509.97	42509.97	AT Par	42509.97	

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

				Description:- Audio over IP sender as per Annexure-E of scope of work. Make- Workpro				
12	12	2.00	Numbers	42509.97	85019.94	AT Par	85019.94	
				Description:- Audio over IP receiver as per Annexure-E of scope of work. Make- Workpro				
13	13	1.00	Numbers	178443.02	178443.02	AT Par	178443.02	
				Description:- Control unit as per Annexure-E of scope of work. Make-Bosch				
14	14	4.00	Numbers	42727.80	170911.20	AT Par	170911.20	
				Description:- Delegate Unit as per Annexure E of scope of work. Make Bosch				
15	15	1.00	Numbers	44981.48	44981.48	AT Par	44981.48	
				Description:- Chairman Unit as per Annexure-E of scope of work. Make- Bosch				
16	16	1.00	Numbers	3770.10	3770.10	AT Par	3770.10	
				Description:- Extension cable as per Annexure-E of scope of work.				
17	17	1.00	Numbers	27186.61	27186.61	AT Par	27186.61	
				Description:- Wireless Hand-held micro phone as per Annexure-E of scope of work. Make-Electro Voice				
18	18	1.00	Numbers	27186.61	27186.61	AT Par	27186.61	
				Description:- Wireless Lavalier microphone as per Annexure-E of scope of work. Make-Electro-Voice				
19	19	2.00	Numbers	10380.34	20760.68	AT Par	20760.68	
				Description:- Sound cabinet loud speaker as per Annexure-E of scope of work. Make- BOSCH				
20	20	1.00	Numbers	19870.94	19870.94	AT Par	19870.94	
				Description:- 240 W mixing Amplifier as per Annexure-E of scope of work. Make- Bosch				
21	21	1.00	Numbers	19831.56	19831.56	AT Par	19831.56	
				Description:- Audio mixer as per Annexure-E of scope of work. Make Yamaha				

I/We undertake to do the work ..... % above/below/ at par to the schedule of Rates for each item only of the **Northern Railway** as applicable to **RCNK, Sonipat**.

**Note:-**

- (1) The quantities shown in schedule of work are approximate and as guide to give the tender(s) an idea of quantum of work involved. The Railway reserves the right to increase/decrease and /or delete or include any of the quantities given above as per different guidelines in GCC.
- (2) I read and understand all the terms & conditions mentioned in this tender document. I agree & accept all the terms & conditions.

\*\*\*\*\*

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**ANNEXURE I**

**(This certificate is to be given by attorney/authorized signatory/each member of Partnership firm/Joint Venture (JV)/Hindu Undivided Family (HUF)/Limited Liability Partnership (LLP) etc.)**

I/We ..... (Name), attorney/authorized signatory of the .....  
(Constituent firm/constituent partner) and member/partner of  
the..... (Tendering firm) hereby solemnly  
affirm and state as under:

1. I/we certify that ..... (Constituent firm/constituent partner)  
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.
2. 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)

SEAL AND SIGNATURE  
OF THE CONSTITUENT FIRM/CONSTITUENT PARTNER

Place:  
Dated

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**ANNEXURE-II****(Bid Security) (This annexure is to be utilized if firm is willing to submit Bid security in form of Guarantee Bond)****Bank Guarantee Bond from any scheduled commercial bank of India**

(On non-judicial stamp paper which should be in the name of the Executing Bank).

Name of the Bank: -----

President of India,

Acting through .....,

..... Railway,

Beneficiary: ..... Railway

Date:

Bank Guarantee Bond No.:

Date: -----

In consideration of the President of India acting through----- (Designation & address of Contract Signing Authority)..... Railway, ....., .... (Hereinafter called "The Railway") having invited the bid for \_\_\_\_\_ through Notice inviting tender (NIT) No. \_\_\_\_\_, We have been informed that . . . . [Insert name of the Bidder]..... (Hereinafter called "the Bidder") intends to submit its bid (hereinafter called "the Bid").

WHEREAS, the Bidder is required to furnish Bid Security for the sum of [Insert required Value of Bid Security], in the form of Bank Guarantee, according to conditions of Bid.

AND

WHEREAS,..... [Insert Name of the Bank], with its Branch..... [Insert Address] having its Headquarters office at..... [Insert Address], hereinafter called the Bank, acting through .....[Insert Name and Designation of the authorized persons of the Bank], have, at the request of the Bidder, agreed to give guarantee for Bid Security as hereinafter contained, in favour of the Railway:

- 1) KNOW ALL MEN that by these present that I/We the undersigned [Insert name(s) of authorized representatives of the Bank], being fully authorized to sign and incur obligations for and on behalf of the Bank, confirm that the Bank, hereby, unconditionally and irrevocably guarantee to pay to the Railway full amount in the sum of [Insert required Value of Bid Security] as above stated.
- 2) The Bank undertakes to immediately pay on presentation of demand by the Railway any amount up to and including aforementioned full amount without any demur, reservation or recourse. Any such demand made by the Railway on the Bank shall be final, conclusive and binding, absolute and unequivocal on the Bank notwithstanding any disputes raised/ pending before any Court, Tribunal, Arbitration or any Authority or any threatened litigation by the Bidder or Bank.
- 3) The Bank shall pay the amount as demanded immediately on presentation of the demand by Railway without any reference to the Bidder and without the Railway being required to show grounds or give reasons for its demand of the amount so demanded.
- 4) The guarantee hereinbefore shall not be affected by any change in the constitution of the Bank or in the constitution of the Bidder.
- 5) The Bank agrees that no change, addition, modifications to the terms of the Bid document or to any documents, which have been or may be made between the Railway and the Bidder, will in any way absolve the Bank from the liability under this guarantee; and the Bank, hereby, waives any requirement for notice of any such change, addition or modification made by Railway at any time.
- 6) This guarantee will remain valid and effective from.....[insert date of issue]till .....[insert date, which should be minimum 90 days beyond the expiry of validity of Bid]. Any demand in respect of this Guarantee should reach the Bank within the validity period of Bid Security.
- 7) The Bank Guarantee is unconditional and irrevocable.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India



- 8) The expressions Bank and Railway herein before used shall include their respective successors and assigns.
- 9) The Bank hereby undertakes not to revoke the guarantee during its currency, except with the previous consent in writing of the Railway. This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No.758.
- 10) The Bank hereby confirms that it is on the SFMS (Structured Financial Messaging System) and shall invariably send the advice of this Bank Guarantee to the following bank details –

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

- 11) The Guarantee shall be valid in addition to and without prejudice to any other security Guarantee(s) of Bidder in favour of the Railway. The Bank, under this Guarantee, shall be deemed as Principal Debtor of the Railway.

Date .....

.....

Place.....

authorized signature(s)

Bank's Seal and

[Name in Block letters]

.....

[Designation with Code

No.].....

[P/Attorney] No.

Witness:

1 Signature, Name & Address & Seal

2 Signature, Name & address & Seal

Seal

Bank's

[P/Attorney]No.

Note: All italicized text is for guidance on how to prepare this bank guarantee and shall be deleted from the final document.

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**ANNEXURE-III****FORMAT FOR POLICE VERIFICATION**  
**TO BE SUBMITTED BY CONTRACTOR FOR DEPLOYED STAFF**

<b><u>S.No.</u></b>	<b><u>Particulars</u></b>	<b><u>PHOTO</u> <u>(of applicant</u> <u>signed by</u> <u>contractor)</u></b>
1	Full Name with Aliases	
2	Parent's names	
3	Nationality	
4	Present Address in full with police station & District	
5	Period of Residence	
6	Home/permanent Address in full with police station & District	
7	Addresses with police stations and districts where the applicant has resided continuously for more than 6 months in the past 5 years	
8	Aadhar Number	
9	The applicant has been involved in a criminal case as accused (Yes/No). If Yes, then details	
10	The applicant has been arrested in connection with a criminal case (Yes/No). If yes then details	
11	The applicant has been convicted for a criminal offence (Yes/No). If yes then details	

Declaration (By applicant): I certify the above information is correct and complete to the best of my knowledge and belief.

Countersigned by:-	Signature of applicant Date                      Place
Contracting Railway Supervisor Date                      Place	

**Police Certificate**

The details as stated above are correct & the above person does not have any criminal case registered or pending against him in any court of law as per official records available.

**Signature with stamp**

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India

**ANNEXURE-IV****DETAILS TO BE FILLED BY FIRM WHILE SUBMITTING THE OFFER**

Constitution of the Firm/concern. (Tick as applicable)	Sole Proprietorship/ partnership Firm/ HUF/ Company / JV / Society
Full Names of sole Proprietorship/Partnership firm/Company/ JV/Society (as the case may be)	
Year of formation/ incorporation	
If firm is Micro and Small Enterprises registered – a) Registered from (body approved by Ministry of MSME) b) Registration No. c) Terminal validity up to (for similar service contracts)	
PAN No. (please attach copy also)	
GSTIN No. (please attach copy also)	
Registered Office Address	
Address on which correspondence regarding this tender should be done	
Names of the proprietor /partners/JV members etc.	
Mobile No.	
E-mail ID	

-----**END OF TENDER DOCUMENT**-----

Sign of Tenderer

Dy. Chief Mechanical Engineer/RCNK  
For and on behalf of the President of India