

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	28-10-2025 17:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	28-10-2025 17:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Railways
विभाग का नाम / Department Name	Indian Railways
संगठन का नाम / Organisation Name	Integral Coach Factory
कार्यालय का नाम / Office Name	Icf/stores

बिड विवरण/Bid Details	
वस्तु श्रेणी /Item Category	Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 1 of Annexure A of scope of work; As per schedule item 1 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 2 of Annexure A of scope of work; As per schedule item 2 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 3 of Annexure A of scope of work; As per schedule item 3 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 4 of Annexure A of scope of work; As per schedule item 4 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 5 of Annexure A of scope of work; As per schedule item 5 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 6 of Annexure A of scope of work; As per schedule item 6 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 7 of Annexure A of scope of work; As per schedule item 7 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 8 of Annexure A of scope of work; As per schedule item 8 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 9 of Annexure A of scope of work; As per schedule item 9 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 10 of Annexure A of scope of work; As per schedule item 10 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 11 of Annexure A of scope of work; As per schedule item 11 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 12 of Annexure A of scope of work; As per schedule item 12 of Annexure A of scope of work , Annual Maintenance Contract for Networking Devices (Version 2) - As per schedule item 13 of Annexure A of scope of work; As per schedule item 13 of Annexure A of scope of work
अनुबंध अवधि /Contract Period	2 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	4 Lakh (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Exemption for Turnover	Yes Complete
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Exemption for Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	1197559.58
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	30

(a). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Principal Financial advisor
Icf/stores, Indian Railways, Integral Coach Factory, Ministry of Railways
(The President Of India Acting Through Pfa)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.
2. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Payment Terms:Please see attached document

List of devices with model numbers,date of purchase,status of warranty and location:[1759836819.pdf](#)

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 1 Of Annexure A Of Scope Of Work; As Per Schedule Item 1 Of Annexure A Of Scope Of Work (25705)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 1 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 1 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	25705	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 2 Of Annexure A Of Scope Of Work; As Per Schedule Item 2 Of Annexure A Of Scope Of Work (34)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 2 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 2 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	34	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 3 Of Annexure A Of Scope Of Work; As Per Schedule Item 3 Of Annexure A Of Scope Of Work (22030)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 3 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 3 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	22030	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 4 Of Annexure A Of Scope Of Work; As Per Schedule Item 4 Of Annexure A Of Scope Of Work (2824)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 4 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 4 of Annexure A of scope of work

विवरण/ Specification	मूल्य/ Values
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	2824	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 5 Of Annexure A Of Scope Of Work; As Per Schedule Item 5 Of Annexure A Of Scope Of Work (6)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 5 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 5 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly

विवरण/ Specification	मूल्य/ Values
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	6	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 6 Of Annexure A Of Scope Of Work; As Per Schedule Item 6 Of Annexure A Of Scope Of Work (7)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 6 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 6 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required

विवरण/ Specification	मूल्य/ Values
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	7	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 7 Of Annexure A Of Scope Of Work; As Per Schedule Item 7 Of Annexure A Of Scope Of Work (48)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 7 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 7 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परिषी/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परिषी/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	48	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 8 Of Annexure A Of Scope Of Work; As Per Schedule Item 8 Of Annexure A Of Scope Of Work (50)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 8 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 8 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परिषी/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परिषी/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	50	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 9 Of Annexure A Of Scope Of Work; As Per Schedule Item 9 Of Annexure A Of Scope Of Work (34)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 9 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 9 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	34	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 10 Of Annexure A Of Scope Of Work; As Per Schedule Item 10 Of Annexure A Of Scope Of Work (680)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 10 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 10 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	680	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 11 Of Annexure A Of Scope Of Work; As Per Schedule Item 11 Of Annexure A Of Scope Of Work (34)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 11 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 11 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	34	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 12 Of Annexure A Of Scope Of Work; As Per Schedule Item 12 Of Annexure A Of Scope Of Work (36)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 12 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 12 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	36	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

Annual Maintenance Contract For Networking Devices (Version 2) - As Per Schedule Item 13 Of Annexure A Of Scope Of Work; As Per Schedule Item 13 Of Annexure A Of Scope Of Work (64)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Networking Device for AMC	As per schedule item 13 of Annexure A of scope of work
OEM of Networking Devices	As per schedule item 13 of Annexure A of scope of work
Type of AMC	Hardware , Software and license related items of network devices
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Quarterly
Nature of Annual Maintenance Service Provider	Neither of the above
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	Not required
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Devices	अतिरिक्त आवश्यकता /Additional Requirement
1	Shanthos Kumar C	600038,INTEGRAL COACH FACTORY MINISTRY OF RAILWAYS CHENNAI - 38	64	<ul style="list-style-type: none"> Number of Resident engineers : 0 Number of technicians : 0

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1.Compliance of every aspect of scope and conditions shall be declared by the tenderer.

2.Offer from the tenderers who have permanent local official service setup within Chennai city only accepted. Address proof shall be verified with valid registered address mentioned in MSME certificate, GST, TIN, CIN or any other govt. documents.

3.Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services in any Central / State/ PSU's Government organisation over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

a. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

b. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or

c. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Similar services: Experience required in the field of CAMC/AMC of network equipments including OFC cable or supply, installation of network equipments including OFC cable.

4.Past Project Experience: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the i

nvoices have been executed.

b. Execution certificate by client with order value.

c. Any other document in support of order execution like Third Party Inspection release note, etc

PENALTY FOR DELAYING COMPLETION OF WORK

a. Any breakdown call made should be attended within 3 hours and rectified within 24 hours. If it remains out of service for more than 24 hours, Railway reserves the right to impose a penalty as below. In case the guaranteed repair time is not being met, the following penalty shall be levied.

b. Beyond 8 working hours of receipt of the complaint (1st working day after receipt of complaint and up to 24 working hours of receipt of the complaint (2nd day of receipt of complaint), the penalty shall be 2% of the contract value for the equipment. Beyond 24 working hours of receipt of the complaint penalty shall be 4% of the contract value for the equipment per day.

c. However, In case a working replacement is made within the above mentioned time, no penalty shall be levied for a period of three weeks. In case, the equipment is not returned duly rectifying the fault, within three weeks, the replaced equipment will be taken over by the ICF.

d. Provided also that the total amount of penalty under this condition shall not exceed 10% of the total value of the contract in addition to deduction of proportionate cost of CAMC for that period. The period of Non attending of CAMC, in the prescribed interval will not be paid.

e. In any case, where the equipment could not be rectified replaced by the firm within the reasonable time of 3 days for switches and 7 days for other equipment. ICF reserves the right to get the equipment repaired/replaced through another agency at the risk and cost of the contractor. The contractor will have to bear expenses incurred by the integral coach factory on this account. This action will be taken if the equipment is neither rectified/replaced nor any stand-by is provided even after the reasonable time as mentioned herein.

g. Taking shelter under flimsy reasons such as damage could have been caused by rat-bite, natural calamity, power outage, rainwater seepage, rough handling on the part of the user and similar such reasons, and failing to provide maintenance/replacement support will not be acceptable.

h. Penalty of Rs.500/- shall be levied for absence of maintenance staff in site. The contractor shall ensure that at least one dedicated engineer is present on all working days, from 09:00 A.M. to 05:00 P.M., throughout the duration of the contract. Attendance will be maintained.

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5. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

6. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

7. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

FA & CAO (ICF GOVT BUSINESS RECEIPTS)

Account No.

05680210000328

IFSC Code

UCBA0000568

Bank Name

UCO Bank

Branch address

ICF COLONY, KONNUR HIGH ROAD, ICF, CHENNAI

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

8. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---