

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	09-03-2026 19:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	09-03-2026 19:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Railways
विभाग का नाम/Department Name	Railways Public Sector Undertakings
संगठन का नाम/Organisation Name	Indian Railway Finance Corporation Limited
कार्यालय का नाम/Office Name	New Delhi
कुल मात्रा/Total Quantity	227
वस्तु श्रेणी /Item Category	Endpoint Detection and Response (EDR) Appliance / Software (Q2) , Office Suite Software (V3) (Q2)
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No
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

बिड विवरण/Bid Details	
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
क्रेता के लिए उपलब्ध आईटीसी/ITC available to buyer	Yes
बिड का प्रकार/Type of Bid	Single Packet Bid
प्राथमिक उत्पाद श्रेणी/Primary product category	Office Suite Software (V3)
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
वित्तीय दस्तावेज की आवश्यकता है / Financial Document Required	Yes
मध्यस्थता खंड/Arbitration Clause	Yes (Arbitration clause document) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 Arbitration should not be routinely included in contracts
सुलह खंड/Mediation Clause	Yes (Mediation clause document) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 mediation clause should not be routinely included in contracts and pre-litigation mediation can be taken up without any such clause also

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	ICICI
ईएमडी राशि/EMD Amount	13132

ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document

for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). 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 :

INDIAN RAILWAY FINANCE CORPORATION LTD
UG FLOOR EAST TOWER NBCC PLACE LODHI ROAD NEW DELHI
(Indian Railway Finance Corporation Ltd)

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

एमआईआई खरीद वरीयता/MII Purchase Preference

एमआईआई खरीद वरीयता/MII Purchase Preference	No
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एमआईआई के लिए सक्षम प्राधिकारी का विवरण:/Details of the Competent Authority for MII

सक्षम प्राधिकारी का नाम/Name of Competent Authority	CGM/Tech
सक्षम प्राधिकारी का पदनाम/Designation of Competent Authority	CGM/Tech
सक्षम प्राधिकारी का कार्यालय/विभाग/प्रभाग/Office / Department / Division of Competent Authority	IT
सीए अनुमोदन संख्या/CA Approval Number	NA
सक्षम प्राधिकारी अनुमोदन तिथि/Competent Authority Approval Date	09-02-2026
सक्षम प्राधिकारी द्वारा प्रदान की गई स्वीकृति का संक्षिप्त विवरण/Brief Description of the Approval Granted by Competent Authority	The software solution proposed for procurement is a proprietary product of Microsoft, which is the Original Equipment Manufacturer (OEM). As per the OEM's declaration, the Country of Origin (CoO) of the software is the United States of America.

Competent Authority Approval for not opting Make In India Preference : [View Document](#)

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	25

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be

relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.

2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed 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 relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.

3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.

4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed 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 relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.

5. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal 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 themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid 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 product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [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 seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

6. 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.

If the buyer has mentioned MSE purchase preference in ATC then service provider is required to upload necessary documents for MSE purchase preference for verification by the buyer during evaluation.

Endpoint Detection And Response (EDR) Appliance / Software (76 pieces)

तकनीकी विशिष्टियाँ / Technical Specifications

[* जेम केटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
BASIC INFORMATION	Category	Software
SCOPE OF LICENCE	Types of Licence	Subscription
	Duration of Subscription (in months) (Hint :- Select '0' if not applicable)"	12.0 - 60.0 Or higher
	OEM Licensing policy	Per Named User/User

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	Number of licensing included in the offered product as per OEM defined licensing policy	1.0 - 500.0 Or higher
	Platform type	Desktop based, Cloud based, Mobile Based
	Hosting Enviroment/ Deployment Option	Cloud
	The offered product have support from OEM for	Unlimited updation for Patches and Bug fixes within maintenance & support period., Unlimited upgradation of version within support period
	Number of Years for OEM support for updation (Patches and Bug fixes) is included in the scope of supply (Hint :- Select '0' if not applicable)	1.0 - 5.0 Or higher
	Number of Years for OEM support for Upgradation of version is included in the scope of supply (Hint :- Select '0' if not applicable)	1.0 - 5.0 Or higher
	Training Options	On-Site, Virtual
	No of days Training Provided (Hint :- Select '0' if not applicable)	0 - 10
Prevention	Prevention Features	Prevent privilege escalation, Protection from malicious IP and domains
Network Protection	Network Protection Features	Protection across browsers, scripts, shells, NA
Malware Protection (AV)	Malware Protection (AV) Features	Advanced Protection against fileless attack methods., Enhanced remediation capabilities
Automatic Investigation	Automatic Investigation Features	Reduced time to mitigate.
EDR MANAGEMENT SERVER / APPLIANCE CAPACITY	Hard disk capacity (in TB)of appliance/management server (Hint :- Select '0' if not applicable)	0 - 100
	RAM size capacity (in GB) of appliance/management server (Hint :- Select '0' if not applicable)	0 - 10000
	Number of Physical CPU core in the appliance/management server (Hint :- Select '0' if not applicable)	0 - 128

Additional Specification Parameters - Endpoint Detection And Response (EDR) Appliance / Software (76 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Please refer to IRFC ATC. ORIGINAL GENUINE OEM MICROSOFT ENTERPRISE MOBILITY PLUS SECURITY E3 WILL BE ACCEPTED WITH ALL LICENSES SUCH AS UPDATES/SUPPORT/ASSISTANCE/PATCHES ETC INCLUDING TEAMS SUPPORT	Please refer to IRFC ATC. ORIGINAL GENUINE OEM MICROSOFT ENTERPRISE MOBILITY PLUS SECURITY E3 WILL BE ACCEPTED WITH ALL LICENSES SUCH AS UPDATES/SUPPORT/ASSISTANCE/PATCHES ETC INCLUDING TEAMS SUPPORT

* Bidders offering must also comply with the additional specification parameters mentioned above.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Satish Chandra Srivastava	110003,INDIAN RAILWAY FINANCE CORPORATION LTD UG FLOR, EAST TOWER , NBCC PLACE, BHISHAM PITAMAH MARG , PRAGATI VIHAR, LODHI ROAD, NEW DELHI	76	15

Office Suite Software (V3) (76 pieces)

तकनीकी विशिष्टियाँ /Technical Specifications

[* जेम केटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
BASIC INFORMATION	Offered Product are	Government Edition
SCOPE OF LICENSE	Types of License	1 year Subscription
	Licensing Option	User Based
OFFICE SUITE	Proprietary Suite	Microsoft 365

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	Office Suite Package/Software contains	Email Management (features- send, and receive emails and manages contacts and Schedule Appointments & Events, Send Notifications & Reminders, Share & Sync Calendars), Note-Taking tool (features- create organize and share notes across devices), Presentation software (features- Slide Templates, Text Formatting, Graphics Insertion,Multimedia support, Animation & Transition, Collaboration and sharing), Publisher/Slides/Creator (features- Brochures, flyers, newsletters, and business card, layout and design tools), Spreadsheet (features- formula calculations, data tables, cell formatting, Pivot Table/ Table, Charts and Graphs,Real time Collaboration,), Word Processor (features- text editing and formatting, document structuring, spell check, templates, file export)
	Operating Systems Supported by the offered product	Windows
	Number of Years upto which support is available from OEM/Seller for Updation (Patches and Bug fixes) within support period (Hint: Choose 0 for no such support provided)	1, 3, 5 Or higher
	Number of Years upto which support is available from OEM/Seller for Upgradation of version within support period(Hint: Choose 0 for no such support provided)	1, 3, 5 Or higher
Minimum Requirements at User End	Software supplied through	URL Link, Cloud Activation
Cloud Storage	Cloud Storage Provided (in GB)	1000.0 Or higher

Additional Specification Parameters - Office Suite Software (V3) (76 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Please refer to IRFC ATC. ORIGINAL GENUINE OEM MICROSOFT 365 BUSINESS BASIC WILL BE ACCEPTED WITH ALL LICENSES SUCH AS UPDATES/SUPPORT/ASSISTANC E/PATCHES ETC INCLUDING TEAMS SUPPORT	Please refer to IRFC ATC. ORIGINAL GENUINE OEM MICROSOFT 365 BUSINESS BASIC WILL BE ACCEPTED WITH ALL LICENSES SUCH AS UPDATES/SUPPORT/ASSISTANCE/PATCHES ETC INCLUDING TEAMS SUPPORT

Specification Parameter Name	Bid Requirement (Allowed Values)

* Bidders offering must also comply with the additional specification parameters mentioned above.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Satish Chandra Srivastava	110003,INDIAN RAILWAY FINANCE CORPORATION LTD UG FLOR, EAST TOWER , NBCC PLACE, BHISHAM PITAMAH MARG , PRAGATI VIHAR, LODHI ROAD, NEW DELHI	76	15

Office Suite Software (V3) (65 pieces)

तकनीकी विशिष्टियाँ /Technical Specifications

* जेम कटेगरी विशिष्टि के अनुसार / As per GeM Category Specification

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
BASIC INFORMATION	Offered Product are	Government Edition
SCOPE OF LICENSE	Types of License	1 year Subscription
	Licensing Option	User Based
OFFICE SUITE	Proprietary Suite	Microsoft 365

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	Office Suite Package/Software contains	Word Processor (features- text editing and formatting, document structuring, spell check, templates, file export), Spreadsheet (features- formula calculations, data tables, cell formatting, Pivot Table/ Table, Charts and Graphs,Real time Collaboration,), Presentation software (features- Slide Templates, Text Formatting, Graphics Insertion,Multimedia support, Animation & Transition, Collaboration and sharing), Collaboration tool (features-Schedule meetings & Events,Video/ Audio Conferencing, Real time Document Co-Authoring/sharing), Note-Taking tool (features- create organize and share notes across devices), Email Management (features- send, and receive emails and manages contacts and Schedule Appointments & Events, Send Notifications & Reminders, Share & Sync Calendars), Publisher/Slides/Creator (features- Brochures, flyers, newsletters, and business card, layout and design tools), Access/App sheet (features-creating and managing relational databases with forms, queries, reports, and data entry automation), Data Integration, Engineering Layouts, Process Maps, Network Diagrams, Flowcharts
	Operating Systems Supported by the offered product	Windows
	Number of Years upto which support is available from OEM/Seller for Updation (Patches and Bug fixes) within support period (Hint: Choose 0 for no such support provided)	1, 3, 5 Or higher
	Number of Years upto which support is available from OEM/Seller for Upgradation of version within support period(Hint: Choose 0 for no such support provided)	0, 1, 3, 5 Or higher
Minimum Requirements at User End	Software supplied through	URL Link
Cloud Storage	Cloud Storage Provided (in GB)	1000.0 Or higher

Additional Specification Parameters - Office Suite Software (V3) (65 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Please refer to IRFC ATC. ORIGINAL GENUINE OEM MICROSOFT 365 BUSINESS PREMIUM WILL BE ACCEPTED WITH ALL LICENSES SUCH AS UPDATES/SUPPORT/ASSISTANCE/PATCHES ETC INCLUDING TEAMS SUPPORT	Please refer to IRFC ATC. ORIGINAL GENUINE OEM MICROSOFT 365 BUSINESS PREMIUM WILL BE ACCEPTED WITH ALL LICENSES SUCH AS UPDATES/SUPPORT/ASSISTANCE/PATCHES ETC INCLUDING TEAMS SUPPORT

* Bidders offering must also comply with the additional specification parameters mentioned above.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%

प्रेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Satish Chandra Srivastava	110003,INDIAN RAILWAY FINANCE CORPORATION LTD UG FLOR, EAST TOWER , NBCC PLACE, BHISHAM PITAMAH MARG , PRAGATI VIHAR, LODHI ROAD, NEW DELHI	65	15

Office Suite Software (V3) (10 pieces)

तकनीकी विशिष्टियाँ /Technical Specifications

* जेम केटेगरी विशिष्टि के अनुसार / As per GeM Category Specification

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
SCOPE OF LICENSE	Types of License	1 year Subscription
	Licensing Option	User Based
OFFICE SUITE	Proprietary Suite	Microsoft 365

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	Office Suite Package/Software contains	Collaboration tool (features-Schedule meetings & Events,Video/ Audio Conferencing, Real time Document Co- Authoring/sharing), Email Management (features- send, and receive emails and manages contacts and Schedule Appointments & Events, Send Notifications & Reminders, Share & Sync Calendars), Note-Taking tool (features- create organize and share notes across devices), Presentation software (features- Slide Templates, Text Formatting, Graphics Insertion,Multimedia support, Animation & Transition, Collaboration and sharing), Spreadsheet (features- formula calculations, data tables, cell formatting, Pivot Table/ Table, Charts and Graphs,Real time Collaboration,), Word Processor (features- text editing and formatting, document structuring, spell check, templates, file export)
	Operating Systems Supported by the offered product	Windows
	Number of Years upto which support is available from OEM/Seller for Updation (Patches and Bug fixes) within support period (Hint: Choose 0 for no such support provided)	1, 3, 5 Or higher
	Number of Years upto which support is available from OEM/Seller for Upgradation of version within support period(Hint: Choose 0 for no such support provided)	1, 3, 5 Or higher
Minimum Requirements at User End	Software supplied through	URL Link, Cloud Activation
Cloud Storage	Cloud Storage Provided (in GB)	0.0, 1000.0 Or higher

Additional Specification Parameters - Office Suite Software (V3) (10 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Please refer to IRFC ATC. ORIGINAL GENUINE OEM MICROSOFT 365 CO-PILOT WILL BE ACCEPTED WITH ALL LICENSES SUCH AS UPDATES/SUPPORT/ASSISTANCE/PATCHES ETC INCLUDING TEAMS SUPPORT	Please refer to IRFC ATC. ORIGINAL GENUINE OEM MICROSOFT 365 CO-PILOT WILL BE ACCEPTED WITH ALL LICENSES SUCH AS UPDATES/SUPPORT/ASSISTANCE/PATCHES ETC INCLUDING TEAMS SUPPORT

Specification Parameter Name	Bid Requirement (Allowed Values)

* Bidders offering must also comply with the additional specification parameters mentioned above.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Satish Chandra Srivastava	110003,INDIAN RAILWAY FINANCE CORPORATION LTD UG FLOR, EAST TOWER , NBCC PLACE, BHISHAM PITAMAH MARG , PRAGATI VIHAR, LODHI ROAD, NEW DELHI	10	15

Special terms and conditions-Version:2 effective from 01-01-2026 for category Office Suite Software (V3)

1.

- a) The seller shall ensure compliance with all applicable cybersecurity and data protection guidelines issued by the Ministry of Electronics and Information Technology (MeitY).
- b) The buyer may avail customer support from the seller for troubleshooting, bug resolution, and assistance in using the software through phone, email, live chat, or on-site support, as applicable.
- c) The buyer may request a valid licence copy from the seller, if required.

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

1. **Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery

time shall be $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$, subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

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. **Generic**

Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

4. **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.

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. **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.

8. **Forms of EMD and PBG**

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

INDIAN RAILWAY FINANCE CORPORATION LTD

Account No.

054805000358

IFSC Code

ICIC0000548

Bank Name

ICICI BANK

Branch address

NBCC NEW DELHI

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Bidder to indicate bid number and name of bidding 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 along with bid.

9. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Scope of Work/Service

SI No	Name of OEM Product	Type (Renewal / New Purchase)	Qty (Nos)	Unit Price (Rs.)	Total Price (Rs.)	GST Rate	Total Price including GST
1	<p>MICROSOFT ENTERPRISE MOBILITY + SECURITY E3</p> <p>Note :</p> <p>Enterprise Mobility + Security E3 includes Azure Active Directory Premium P1, Microsoft Intune, Azure Information Protection P1, Microsoft Advanced Threat Analytics, Azure Rights Management (part of Azure Information Protection) and the Windows Server CAL rights.</p>	Renewal & New Purchase	76				
2	<p>MICROSOFT 365 BUSINESS BASIC (only Email)</p> <p>Note :</p> <p>Benefit from identity, access, and user management for up to 300 employees. Use web and mobile versions of Word, Excel, PowerPoint, and Outlook only. Get custom business email (you@yourbusiness.com) with Outlook. Book client meetings and collaborate with Teams. Store and share files with 1TB of OneDrive cloud storage per user.</p> <p>Get more than 10 additional apps for your business needs (including Bookings, Planner, and Forms).</p> <p>Get help with around-the-clock phone and web support from Microsoft. Teams support.</p>	Renewal & New Purchase	76				

3	<p>Microsoft 365 Business Premium</p> <p>Note:</p> <p>Advanced identity and access management for up to 300 users</p> <p>Web, mobile, and desktop versions³ of Word, Excel, PowerPoint, and Outlook</p> <p>Custom business email (you@yourbusiness.com)</p> <p>Chat, call, meet, and host webinars with Microsoft Teams</p> <p>1 TB of cloud storage per user</p> <p>10+ additional apps for your business needs (including Microsoft Loop, Clipchamp, Bookings, Planner, and Forms)</p> <p>AI chat experience with web grounding, writing assistance, data analysis, and access to agents⁴</p> <p>Enhanced cyberthreat protection against viruses and phishing attacks</p> <p>Discovery, classification, and protection of sensitive data</p> <p>Anytime phone and web support</p>	<p>Migration required from MS 365 business standard for all existing MS Standard licenses</p> <p>(Migration and New purchase both)</p>	65				
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4	<p>MICROSOFT 365 Co-Pilot Licenses</p> <p>Note:</p> <p>Microsoft 365 Copilot Business is AI built for the way work is evolving—secure, integrated, and business-ready from day one. It’s infused with Microsoft’s unmatched expertise in the realities of work—how teams collaborate, how decisions get made, and how business actually runs. Backed by Microsoft’s trusted cloud, it delivers enterprise-grade productivity and security at a price tailored for small businesses. Limited to 300 seats, and only attachable to Microsoft 365 Business (Business Basic, Business Standard, Business Premium, Apps for Business).</p>	New Purchase	10				
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Note :

1. The selected bidder shall be required to supply items **as and when required by IRFC**, in accordance with actual demand arising from time to time. Payments shall be made **strictly on the basis of actual usage by IRFC based on number of licenses procured/renewed after rendering the services** i.e., to the satisfaction of IRFC.
2. After the Award of Contract on the GeM portal, the Consignee (IT Department) shall issue requisitions specifying the required quantities from time to time. The selected Bidder shall be responsible for fulfilling each such requisition in accordance with the terms and timelines stipulated under the contract and confirmed by IRFC with respect to actual usage of Licenses.
3. Only **original and genuine OEM products** shall be acceptable under this contract. All supplied items must include the complete set of **licenses, assistance, support, updates, and related services** as provided by the OEM. The successful bidder shall ensure delivery of all required OEM-backed solutions and support as and when required during the contract period.
4. The applicable GST rate prevailing **as on the Bid End Date** shall be considered for the purpose of financial evaluation under this tender. However, the **actual GST payable** to the selected Bidder shall be as per the **prevailing statutory rates and Government norms** at the time of invoicing, and IRFC shall make payment accordingly.
5. The rates quoted by the Bidders shall be **inclusive of all costs**, including but not limited to site visits, technical support, assistance, OEM updates, and successful resolution of issues raised by IRFC. No additional charges beyond the quoted rates shall be admissible for such services during the contract period. **Initially, the prices shall remain fixed for a period of One Year from the date of GEM Contract Order and any increase in number of licenses (or actual usage by IRFC) will be carried out based on the unit price quoted by the selected bidder.**
6. The existing Contract shall be renewed for the Second and Third Year at the same contractu

al price applicable for the First Year, subject to the condition that the Original Equipment Manufacturer (OEM) does not revise or increase its prevailing prices during the First Year.

- a) In the event of an OEM price increase of up to ten percent (10%), IRFC may consider allowing a corresponding increase of up to ten percent (10%). Such an increase shall be payable by IRFC only upon submission of satisfactory justification by the selected Bidder and subsequent acceptance of the same by IRFC.
- b) In the event the OEM increases its prices beyond the ceiling limit of ten percent (10%), any escalation exceeding this limit shall be entirely borne by the selected Bidder and shall be payable accordingly, in the event of Contract renewal for the Second and/or Third Year.

If considered appropriate, and based on the outcome of negotiations, such revised prices may be accepted by IRFC. Any approved revision may be applied either to the unit price or to the total Contract Value for the corresponding renewal period.

In the event of a decrease in OEM prices, the reduced prices shall be duly passed on to IRFC, over and above the originally quoted rates, for acceptance.

For the Third-Year renewal, the price accepted and applicable for the Second Year shall be treated as the base price for determining any OEM-related price revisions.

7. The extension or renewal of the existing contract may be considered by IRFC for an additional period of **up to two (02) years (year wise)**, subject to the **satisfactory performance** of the selected Bidder. Such extension or renewal shall be on the **same terms and conditions** as those of the existing contract, **except for the rates**, which may be revised only to the extent of any justified increase in OEM pricing (as highlighted in above para 6).
8. **Payment Terms** : No Advance payment shall be entertained in any case. 100% payment shall be released after successful renewal/procurement of New License of desired quantity i.e. , confirmation & acceptance by IRFC and thereafter Invoice shall be raised with supporting proof of supply.
9. **Delivery** : The Selected Bidder has to deliver the desired quantity within 10 days from the date of requisition. At present, IRFC is using Microsoft Standard Licenses to migrate all the Licenses to Microsoft Business Premium without any data loss.
10. **Training** : The selected Bidder has to arrange **Two Full Day** (Offline at Onsite location) OEM training for the complete product including new features/functionality, admin portal etc., and Microsoft Co-pilot alongwith other apps.
11. Bidders **shall comply with the Make in India guidelines** as per the prevailing rules issued by the Government of India. If required, the Bidder shall provide a copy of the relevant communication or compliance letter issued by Microsoft (OEM) in this regard, if desired by IRFC.
12. Please comply with 'IRFC ATC Documents' for Eligibility criteria.
13. Please submit EMD through online mode only. Seeking Exemptions if any, will be governed as per GEM GTC with supporting documents.
14. Security Deposit shall be provided by successful Bidder after award of contract i.e. **2% of contract value**, as prescribed & desired by IRFC.
15. Successful Bidder shall comply IRFC instruction & directions after post-award formalities.

16. IRFC reserves the right to take decisions and appropriate measures as per GEM SLA, GEM GTC, during the contract period from time to time or after post-award activities. The same shall be adhered to and shall be binding on the Successful Bidder.
17. In case of any clarification, ambiguity, overriding provisions, waiver instructions, or related matters et c., during currency of contract period, IRFC (TAA) reserves the sole right to take the final decision. Such decisions shall be binding on all concerned parties and applicable under all circumstances.
18. Indemnity : The manpower service provider shall indemnify and hold harmless to IRFC & its directors, officers and employees from and against all and any claims, demands, losses, damages, penalties, expenses and proceedings connected with the implementation of this contract or arising from any breach or non-compliance whatsoever by the Manpower service agency (contractor) or any of the persons deployed by its pursuant hereto of or in relation to any such matter as aforesaid or otherwise arising from any act or omission on their part, whether wilful or not, and whether within or outside the premises including but not limited to any and all claims by the manpower services provider.
19. Termination: Beside GEM GTC Clause, IRFC reserves the right to enforce by giving notice period of 01 month. If Corrective action is not taken by the service provider, IRFC shall have the right to terminate the contract after completion of the notice period of One month. But no such notice will be necessary, if service provider is to be terminated on the grounds of serious misconduct or due to any act which requires immediate vacation of IRFC premises by the service provider. In case of termination of contract, the security deposit shall be forfeited by IRFC.

Determination of Service (consultancy) Levels: IRFC shall be the sole judge in defining and assessing the levels of service expected from the service provider (agency) for determining satisfactory performance. The decision of IRFC in this regard shall be final, conclusive, and binding on the contractor in all circumstances.

20. IRFC reserves the right to make additions/alterations to and/or amend the terms and conditions of the contract at any time, without basically effecting the core of the contract.

10. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

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. 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.
16. 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 shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (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. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

[यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by 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---

Invitation of Open Tender in GEM Portal

IRFC invites BIDs under Single packet system from experienced and eligible bidder for Procurement/renewal of items as mentioned in Scope of Work/Service of this Tender.

ELIGIBILITY CRITERIA FOR SERVICE PROVIDER:-

The bidders must fulfil the following minimum qualifying criteria and such Bidders must enclose their supporting documents along with their proposal. The Bid documents, in complete, are also to be uploaded in GeM Portal.

Sr No	Qualifying Criteria	Documents Required
1	Bidder must submit & Upload the Tender specific authorization, issued by OEM.	<p>❖ Copy of Tender specific authorization, shall be uploaded in GEM portal</p> <p>Note : Supporting documents shall be uploaded in GEM portal, failing the BID will be summarily rejected.</p>
2	<p>Experience – Technical Eligibility:</p> <p>**The Bidder must have past experience of providing & supplying ‘Softwares (Microsoft products/Licenses only’ during last Seven Years (before Bid publishing Date) to any Government organization/Ministry/ Public Sector Undertakings/Public Listed Company/Private Companies, with either of the following:</p> <p>a) Three similar works each costing not less than the amount equal to 30% of the Estimated Tender Value i.e., Rs 7.87 Lakhs</p> <p>(OR)</p> <p>b) Two similar works each costing not less the amount equal to 40% of the Estimated Tender Value i.e. Rs 10.50 Lakhs</p> <p>(OR)</p> <p>c) One similar works costing not less than the amount equal to 60% of the Estimated Tender Value i.e. Rs. 15.75 Lakhs.</p> <p>** Similar completed supply of services/work means “Any Microsoft Products/Licenses supplied” in India, for any Government organization/Ministry/ Public Sector Undertakings/ Public Listed Company/Private Companies, during the last Seven Years (before Bid publishing Date) period.</p>	<p>“List of organization/clients - to be provided as per Annexure - 1 which should be duly certified by Chartered Accountant and upload the same.</p>

3	<p>Financial Turnover - Eligibility Criteria: -</p> <p>Minimum Average Annual Turnover of the Bidder (For three yrs)</p> <p>Note: During the last three financial year ended 31st March 2023, 31st March 2024 & 31st March 2025 based on standalone audited accounts. The audited average annual Turnover of the firm should not be less than Rs. 26.26 Lakhs. The turnover should be applicable to bidder entity and not for its group of companies/ subsidiary companies/ parent company.</p>	<p>The Certificate from the Chartered accountant to be enclosed as per Annexure - 2 & upload the same in GeM.</p>
4	<p>Earnest Money Deposit (EMD)</p> <p>Online Mode only – Submission of Earnest Money Deposit (EMD)</p> <p>Note : Seeking Exemptions, if any, shall be as per GEM GTC.</p>	<p>Rs. 13,132.00 (Rupees Thirteen Thousand One Hundred and Thirty Two Only) to be paid in favour of “INDIAN RAILWAY FINANCE CORPORATION LTD” Payable at New Delhi through Online mode only with Validity and soft copy may please be uploaded on the E-Tendering Website (GeM portal) along with Annexure-3, wherever applicable.</p> <p>Note : No interest shall be payable on EMD amount, in any case, by IRFC.</p>
5	<p>Bidder must have an office within Delhi NCR</p>	<p>Self-undertaking letter confirming the address and upload the Annexure - 4 in GeM portal</p>

Note:

Failure to meet the “Technical Stage Eligibility Criteria for Service Provider” i.e., (Sr. No 1 to 5) will render the bid to be summarily rejected. The responsibility for accuracy, completeness, and justification of the submitted documents lies solely with the bidders. IRFC reserves the right to complete the evaluation based on the details furnished by the bidder. Hence, Bidders are advised to upload supporting documents carefully wherever necessary, for establishing the same.

List of organization - Supply of Microsoft

1. Name of the Firm/Agency etc.,:
2. Address of Firm/Agency :

Past experience of 'Supply of Microsoft Software's' during last Seven Years (Before BID publishing Date) to any Government organization/ Departments/ Ministry/ Public Sector Undertakings/ Public listed company/ Private Companies.

S/No	Experience Criteria as per Technical Stage	Name of the Organisation/Department/Company where project executed	Whether Govt Organisation/ Department/ Ministry /Public sector/undertaking /public listed company /Private companies	Period of Contract		Value of Contract (In Rs.)	Contract No.& date	Completed
				From	To			
1 (or)	Three similar works each costing not less than the amount equal to 30% of the Estimated Tender Value i.e.,Rs 7.87 lakhs	a)						
		b)						
		c)						
2 (Or)	Two similar works each costing not less than amount equal to 40% of the Estimated Tender Value i.e. Rs 10.50 lakhs	a)						
		b)						
3 (Or)	One similar works costing not less than the amount equal to 60% of the Estimated Tender Value i.e. Rs. 15.75 lakhs	a)						

It is certified that the information furnished above is true and correct.

Signature of Chartered Accountant.
(With Official Seal)
UDIN:

Date :
Place :

Signature of Authorized Signatory (With Official Seal)

Bidders' Audited Annual Turnover in the Last Three (3) Years as per Annual Report of the Agency as Required under Technical Eligibility Criteria

1. Name of the Agency:
2. Address of Agency:
3. Financial Turnover:

S.No.	Year	Annual Turnover (Rs. in Crore)	Remarks (if any)
i	2022-23		
ii	2023-24		
iii	2024-25		
Annual Average Turnover			

It is certified that the information furnished above is true and correct.

**Signature of Chartered Accountant.
(With Official Seal)
UDIN:**

Date
Place

Signature of Authorized Signatory (With Official Seal)

BID SECURITY FORM (EMD)

(On Firm/Lead Member's Letter Head)

Date:

To,

Indian Railway Finance Corporation Limited,

New Delhi – 110 003

Ref: EMD Details - Tender for **Supply of Microsoft Software's'**

Sir,

Having examined the bidding documents, we, the undersigned, offer to render the services for **Supply of Microsoft Software's'** as per the scope of work mentioned in the tender and in conformity with the bidding documents. The following are the details of EMD Transaction:

Transaction details*	
Name of Bank & Branch	
UTR Number	
Date	
Transaction Amount	
Name of Account	

***Soft copy of transaction details to be attached on GeM Portal**

Note : In case any bidder claims exemption from submission of EMD, the same shall be governed by the provisions of GeM General Terms and Conditions (GTC). Such claims must be duly supported with relevant documents, which are required to be uploaded on the GeM portal at the time of bid submission. Delete this para, if EMD is submitted in online mode and upload Annexure-3 with UTR details soft copy.

Signature:

Full Name:

Address:

(Company Seal)

<<<<On the letterhead of the Bidder>>>>

To

Date:

IRFC
New Delhi.

Sir,

The following is the Office Address (Head or Registered Office or Branch Office) & its contact number is being provided for participating in this BID, as compliance.

1	Name of Organization/Firm/Agency etc.,:	
2	HO or Registered Office Address within Delhi NCR:	
3	GST No	
4	PAN No	
5	City:	
6	State :	
7	PIN Code:	
8	Contact Person & Email ID:	
9	Contact Person & Mobile No :	
10	Bank Details of Firm/agency etc., such as Account Number, Beneficiary Account Name, Name of Bank & IFSC Code.	

Signature of Authorized Signatory:

Name of the Signatory:

Date:

Place:

Firm's Name :-

Mode of furnishing Earnest Money Deposit:

EMD shall be furnished in the form of e-payment only. Bidders shall remit of EMD into IRFC Bank Account through e-payment mode (NEFT/RTGS) only. In case of e-payment, the tenderer shall **upload a scanned copy of e-payment details** with UTR number, remitted bank, amount, date etc., which shall be verified by IRFC.

IRFC Bank Account	
Name of Account	INDIAN RAILWAY FINANCE CORPORATION LTD
Name of Bank & Branch	ICICI Bank and NBCC New Delhi
Account Number	054805000358
IFSC Code	ICIC0000548
Account Type	CAA

Note :-

- i) No interest shall be payable on EMD amount, in any case, by IRFC.

The Earnest Money Deposit as given in Tender Details is to be submitted along with the tender, failing which offer (BID) shall be summarily rejected. The Earnest Money so deposited shall not bear any interest. Please upload Annexure-3 in case of EMD submission through online mode.

The Bidders shall pay Deposit of **INR 13,132** /- towards EMD through online mode (NEFT/RTGS – IRFC Bank Account) in favour of Indian Railway Finance Corporation Ltd, payable at New Delhi and Copy of Transaction details (UTR Number & Date) need to be uploaded in GEM portal, for verification of Buyer. Bids without EMD will be summarily rejected. In case any bidder claims exemption from submission of EMD, the same shall be governed by the provisions of GeM General Terms and Conditions (GTC). Such claims must be duly supported with relevant documents, which are required to be uploaded on the GeM portal at the time of bid submission.

Contract Performance Security or Security Deposit from Successful Bidder:-

- a) 2% of the total contract value with a validity of 12 Months + 2 months claims from the Date of Award of GEM Contract Order (LoA acceptance of GEM Contract Order) period by following modes:
 - i) Demand Draft (DD) issued by Scheduled Banks/ Public Financial Institutions as defined in the Companies Act (DD should be in the name of the Indian Railway Finance Corporation Ltd) (or)
 - ii) Unconditional & irrevocable Bank Guarantee (BG) issued by a Scheduled Commercial Bank as per Format annexed or as per format prescribed by IRFC (or)
 - iii) Bankers Cheque/FDR in the name of 'Indian Railway Finance Corporation Ltd' or any other mode (financial instrument) as prescribed by IRFC. (or)
 - iv) Through Electronic mode (NEFT/RTGS) also.

Note :

- i. The successful bidder shall submit the Security Deposit in the manner and form as desired by IRFC, without any deviation.
- b) No payment will be released without submission of Security deposit/performance security. Non submission of Security deposit/performance security may lead to termination of contract and getting the work done at bidder's risk and cost including forfeiture of EMD.
- c) IRFC can deduct as compensation from the Security Deposit for failures on the Bidder's part to complete its obligation under the contract as per liquidated damages besides initiating other penal remedies as may be available as per law/contract.
- d) Security deposit shall be submitted by successful vendor within 30 days of award of GEM contract.
- e) If the contractor, fails to furnish Performance Security, within the specified period, it shall be lawful for the IRFC at its discretion to annul the award, besides taking any other administrative punitive action.
 - If the contractor during the currency of the Contract fails to maintain the requisite Performance, it shall be lawful for the IRFC at its discretion to terminate the Contract for Default besides availing any or all contractual remedies provided for breaches/ default.
- f) Contractor needs to extend the validity of Performance Security as and when asked by IRFC due to Extension of contract timelines.
- g) In the event of any amendment issued to the contract, the contractor shall furnish validity of the Performance Security/Security Deposit in terms of the amended contract within fourteen days of issue of the amendment.
- h) Subject to satisfaction of IRFC, the IRFC shall release the security deposit without any interest to the service provider (agency) on completing all contractual obligations including the warranty obligations, if any.
- i) No claim shall lie against the IRFC regarding interest on security deposit/performance security.

Note :- In case of MSE/Start-up happened to be successful tenderer, they have to remit Security Deposit/CPS in the form of DD/BG/e-mode, for the value mentioned above.

Forfeiture of Security Deposit:-

The Security Deposit submitted by the successful bidder is liable to be forfeited, either in full or in part, at the discretion of IRFC, in the following cases:

- ❖ If the bidder fails to execute the work/order in accordance with the terms and conditions of the contract.
- ❖ If the bidder fails to comply with any of the provisions of the contract.
- ❖ If the services provided are found to be unsatisfactory or not to the satisfaction of IRFC.
- ❖ If the bidder withdraws or abandons the work before completion.
- ❖ Any other breach of contract obligations as determined by IRFC.
- ❖ Non-fulfilment of satisfactory performance by successful bidder.

Note : The decision of IRFC in this regard shall be final and binding on the bidder.

Format of Bank Guarantee for Contract Performance Security/Security Deposit

Bank Guarantee No.:-----

Dated: -----

To,
 INDIAN RAILWAY FINANCE CORPORATION LTD
 UG Floor, East Tower, NBCC Place,
 Lodhi Road, New Delhi.

Reference:- Contract No.-----, awarded on -----

This deed of Guarantee made this day of ----- between ----- (name of bank) having registered office at ----- and branch office at ----- (hereinafter referred to as "Bank") of the one part and INDIAN RAILWAY FINANCE CORPORATION LTD, Lodhi Road, New Delhi (hereinafter called the IRFC) of the other part.

Whereas INDIAN RAILWAY FINANCE CORPORATION LTD, Lodhi Road, New Delhi, has awarded the contract No. for "Supply of Packaged Drinking Water from reputed firms/manufacturers/authorized dealers/distributors within DELHI NCR having "BISLERI or KINLEY or OXYRICH, MOUNT KAILASH or BAILEY or McDowells or AQUAFINA only"

(Hereinafter called "the Contract") To M/s ----- its registered office at ----- (hereinafter called "the Contractor"). Whereas the contractor is bound by the said Contract to submit to the IRFC an irrevocable Contract Performance security guarantee bond for a total amount of Rs ----- (Rs. in words).

Now, we the undersigned (Name of Bank official), of the bank being fully authorized to sign and to incur obligations for and on behalf of the Bank hereby declare that the said Bank will guarantee the IRFC the full amount of Rs. ----- (Rs. in words) as stated above.

After the Contractor has signed the aforesaid contract with the IRFC, the Bank further agree and promise to pay the amount due and payable under this guarantee without any demure merely on a demand from the IRFC stating that the amount claimed is due by way of loss or damage cause to or would be caused or suffered by the IRFC by reason of any breach by the said contractor of any of the terms or conditions contained in the said agreement or by reason of the contractor failure to perform the said agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. ----- - (in words) only.

We ----- (indicate the name of Bank), further undertake to pay to the IRFC any money so demanded notwithstanding any dispute or dispute raised by the contractor in any suit or proceeding pending before any court or Tribunal relating to liability under this present being absolute and unequivocal.

The payment so made by us (name of Bank) under this bond shall be a valid discharge of our liability for payment there under and the Contractor shall have no claim against us for making such payment.

We ----- (indicate the name of bank), to further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the IRFC under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged by ----- (Designation & address of contract signing authority) on behalf of IRFC certify that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor and accordingly discharges this guarantee.

Notwithstanding anything to the contrary contained herein, the liability of the bank under this guarantee will remain in force and effect until such time as this guarantee is discharged in writing by the IRFC or until (date of validity/extended validity) whichever is earlier and no claim shall be valid under the guarantee unless notice in writing thereof is given by the IRFC within validity/extended validity period of guarantee from the date of aforesaid.

Provided always that we ----- (name of bank) unconditionally undertakes to renew this guarantee or to extend the period of guarantee form year to year before the expiry of the period or the extended period of guarantee, as the case may be on being called upon to do so by the IRFC. If the guarantee is not renewed or the period extended on demand, we ----- (name of bank) shall pay the IRFC the full amount of the guarantee on demand without demur.

We ----- (indicate the name of Bank), to further agree with the IRFC that the IRFC shall have the fullest liberty without our consent and without effecting in any manner out of obligation hereunder to vary any of the terms and conditions of the said contract from time to time or to postpone for any time or from time to time any to power exercisable by the IRFC against the said contractor and to forbear or enforce any of the terms and conditions of the said agreement and we shall not be relieved from our liabilities by reason of such variation, or extension being granted to the said contractor for any bearance act or omission on the part of the IRFC or any indulgence by the IRFC to the said contractor or by any such matter or thing whatsoever which under the law relating to sureties for the said reservation would relieve us from the liability.

The Guarantee hereinbefore contained shall not be affected by any change in the constitution of Bank or of the Contractor.

The expressions "IRFC", "the Bank" and "the Contractor" hereinbefore used shall include their respective successors and assigns.

We (name of the bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the IRFC in writing.

Notwithstanding anything to the contrary contained hereinbefore:

- i) Our liability under this Bank Guarantee shall not exceed and restricted to Rs. (in words).
- ii) This Bank Guarantee shall be valid up to, unless extended on demand by IRFC.
- iii) The Bank is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if IRFC serve a written claim or demand on or before

IN WITNESS WHEREOF we of the Bank have signed and stamped this guarantee on this day of being herewith duly authorized.

Bank Seal

Signature of Bank Authorize Official with seal
Name:
Designation:
Address:

Witness:

- 1. Name:
Designation:
Address:
- 2. Name:
Designation:
Address