बिड संख्या/Bid Number: GEM/2026/B/7234122

दिनांक /Dated: 06-03-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	27-03-2026 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	27-03-2026 12:30:00
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
वस्तु श्रेणी /Item Category	Survey or Market Research Services/ Program evaluation or assessment survey services/Feedback Survey - Appointment and engagement of an agency for monitoring preparing impact study cum assessment reports including project performance evaluation in te..
अनुबंध अवधि /Contract Period	1 Year(s)
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,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 मेनू 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	2

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	3
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
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No

ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

1. 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.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Pre-qualification criteria if required:AS PER IRFC ATC

Scope of Work:1772778715.pdf

Payment Terms:1772778725.pdf

Format to be uploaded by buyer for the breakup of components on cost/price offered by Service Provider in the Bid:1772778739.pdf

Survey Or Market Research Services/ Program Evaluation Or Assessment Survey Services/Feedback Survey - Appointment And Engagement Of An Agency For Monitoring Preparing Impact Study Cum Assessment Reports Including Project Performance Evaluation In Te.. (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Survey domain	Appointment and engagement of an agency for monitoring preparing impact study cum assessment reports including project performance evaluation in terms of both quality and quantity duly complying with CSR requirements and thoroughly conducting impact
Type of survey	Quantitative & Qualitative
Scope of work	Pre Survey Work and Data Collection
Activities under pre survey work	As per Scope of Work
Geographic Coverage	As per Scope of Work and CSR Projects assigned by IRFC from time to time across PAN INDIA
Mode of data collection	AS PER SCOPE OF WORK
Sub-activities required under Data collection	As per Scope of Work
Unit of survey	As per Scope of Work and CSR Projects assigned by IRFC from time to time across PAN INDIA and Unit of Survey will be decided on case to case basis
Technical manpower required to be deployed on the project	As per Scope of Work and CSR Projects assigned by IRFC from time to time across PAN INDIA and Technical manpower required for the assigned project shall be technically suitability which shall be approved by IRFC
Minimum number of enumerators required	As per Scope of Work of CSR Project required for fulfilment of CSR assessment preparation evaluation impact study etc
Qualification of field enumerators	As per Scope of Work and CSR Projects assigned by IRFC from time to time across PAN INDIA and Technical manpower required with technical understanding backgroundfor the assigned project shall be technically suitability which shall be approved by IRFC
Other Support Activities Required	As per Scope of Work & required by IRFC from time to time
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Provide number and other details of sample size for quantitative survey	As per Scope of Work & CSR Project requirements

विवरण/ Specification	मूल्य/ Values
In case of qualitative survey, provide number and details of in-depth interviews(Please clarify if number specified is unique number of interviews or multiple interviews are expected)	As per requirement of CSR Projects
In case of qualitative survey, specify number and other details of focussed group discussions (FGD) required(Please clarify if number specified is unique number of interviews or multiple interviews are expected)	As per requirement of CSR Projects

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

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%

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
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	Project / Lumpsum Based	N/A

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

1. **Service & Support**

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

2. **Service & Support**

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

for Service Support.

3. **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
   .
   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.

4. **Buyer Added Bid Specific ATC**

   Buyer Added text based ATC clauses

   1. AS PER IRFC ATC and please comply Eligibility Criteria

   2. OPTION CLAUSE 100%

   3. FINANCIAL BREAKUP as per Annexure

   .

5. **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. 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 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.

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---

Subject: Appointment of an external independent agency for carrying out the Impact Assessment of IRFC CSR Projects

Chapter-1: Detailed Scope of Work:

IRFC intends to take services from leading consultants/firms/agencies etc., having adequate knowledge/experience/understanding in assessment of various CSR activities of IRFC.

Broadly the nature of work includes:

(A) Project

a) Preparing Impact Assessment Report
b) Report if the project is implemented as per the MoA/plan
c) Findings, results, impacts and spin offs due to the project
d) Rating on project performance
e) Assessing the holistic value and impact (both quantitative and qualitative), created by above mentioned CSR Projects
f) Create and verify list of capital items created under CSR in compliance
g) Conducting field visits for the Projects and interacting with key stakeholders such as NGOs, local communities, beneficiaries etc. to evaluate the impact of developmental interventions carried cut and to capture the perceptions and feedback of key stakeholders.
h) Report on the sustainability of the CSR Projects.
i) To identify shortfall/ gaps, challenges faced in achieving expected Project outcomes and identify potential opportunity areas, if any, to enhance the value delivered by CSR projects.
j) Executive Summary of findings for presenting to Board and inclusion in Annual Report.

(B) Summary Details of Activities

a) The Third-Party Assessor shall assess the CSR Projects for any shortfall, gaps, and problems if any in formulation, execution/implementation, monitoring and evaluation of the program.
b) The Third-Party Assessor shall also suggest mechanism for mitigation of these problems or issues identified, if any and support implementing agencies in achieving the desired results.

(C) Feedback :

a) The Third-Party Assessor shall provide feedback pertaining to the strengths, weaknesses, opportunities of improvement/ augmentation/ modification of the program (if any) and challenges or threats (if any) pertaining to each program.
b) Feedback in respect of the sustainability potential of the programs and further suggestions to make them sustainable to be provided. Feedback on strengthening of documentation methods and making them more comprehensive shall be provided by the Third-Party Assessor.

(D) Indicative Deliverables

Deliverable 1. A Impact Assessment Report consisting of the following:

i. Verification of budget estimates, and actual expenditure
ii. Physical verification of assets created as per MOA
iii. Compliance of construction and equipment in terms quality and quantity as per MOA/ applicable construction norms

iv. Evaluation and impact assessment report (two separate) indicating the progress vis-à-vis MOA, findings, results, impact
v. High resolution photographs of the project with captions
vi. A case study
vii. Submit a well-structured, well-documented impact assessment report.
viii. Provide any supplementary materials used during the evaluation, such as survey questionnaires, interview transcripts, field notes, photographs, videos, and any other relevant data artifacts in soft copy.
ix. IRFC may request for submission of additional information/ documents which is relevant for study report.
x. Provide the final report in coloured printed copies in high glossy paper along with the soft copies.
xi. A summary of impact assessment of project shall also be submitted for annual report along with soft copy.

NOTE:-

The above specified scope of work and/or activities and/or deliverables are indicative and not exhaustive and the responder / bidder is deemed and obliged to provide all necessary goods, services and related works within the quoted cost for each successful instance of the assigned work/ project as determined by IRFC at its sole discretion.

Chapter-2 : PROJECTS SUBJECT TO IMPACT ASSESSMENT

As per IRFC Scope of Work & based on CSR Project requirements: Impact Assessment reports including Project Performance Evaluation in terms of both quality & quantity duly complying with CSR requirements and thoroughly conducting Impact assessment of IRFC CSR Projects located across various parts of India.

Tentative No. of CSR projects	Tentative Project Cost of CSR proposals
06	Rs. 32,03,57,252/-

Chapter – 3 : Eligibility Criteria

Bids under the **Single Packet System** through **GeM portal** are invited from reputed, experienced, and financially sound Companies, Firms, or Agencies etc., for "Appointment of an external independent agency for carrying out the Impact Assessment of IRFC CSR Projects" located across various parts of India.**''** for **Indian Railway Finance Corporation Limited**, Upper Ground Floor, East Tower, Pragati Vihar, Lodhi Road, New Delhi – 110003 or its Offices (pin code - 110023), as per the schedule below:

1. 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	**Experience – Technical Eligibility:**	
	The Bidder must have atleast past experience of **03 years providing similar (CSR Projects as per IRFC Scope of Work) during the period of Seven Years (**1st Feb 2019 to till Bid publishing Date) to any Government organization/ Ministry/ Public Sector Undertakings/Public Listed Companies** with either of the following: **"Similar Impact Assessment Study of IRFC CSR projects" from any Government organization/ Ministry/ Public Sector Undertakings/Public Listed Companies,** costing not less than the amount equal to **35%** of the Estimated Tender Value i.e., **Rs 2.62 Lakhs** ** Similar completed CSR services/work means "**Similar Impact Assessment Study of IRFC CSR projects** "in India, for any Government organization/ Departments/ Ministry/ Public Sector Undertakings/ Public Listed Company, during the period 1st Feb 2019 to till **Bid publishing Date**.	a) Copies of Contract Orders confirming a contract value **not less than Rs 2.62 lakhs**, along with proof of delivery such as CRAC or a certificate issued by the competent authority (e.g., completion certificate or satisfactory performance certificate), shall be submitted. b) **Annexure-1** shall be provided duly certified by Chartered Accountant.

2	**Financial Turnover - Eligibility Criteria: -** **Minimum Average Annual Turnover of the Bidder (For three yrs)** 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. 11.25 Lakhs.** The turnover should be applicable to bidder entity and not for its group of companies/ subsidiary companies/ parent company.	The Certificate from the Chartered accountant to be enclosed as per **Annexure – 2** & upload the same in GeM.

Note:
Failure to meet the "Technical Stage Eligibility Criteria of Bidders" i.e., (Sr. No 1 to 2) 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.

Annexure- 1

List of organization- Impact Assessment Study of IRFC CSR projects

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

Past experience of at least 03 years '**Similar Impact Assessment Study of IRFC CSR projects** during the period of Seven Years (**1st Feb 2019 to till Bid publishing Date)** to any Government organization/ Departments/ Ministry/ Public Sector Undertakings/ Public listed company.

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	Period of Contract		Value of Contract (In Rs.)	Contract No.& date	Completed
				From	To			
1	Similar services costing not less than the amount equal to 35% of the Estimated Tender Value i.e. **Rs. 2.62 lakhs**							

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)

Annexure-2

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)

Annexure-3

PRICE SCHEDULE (Break-up) Format
(On Firm/Lead Member's Letter Head)

Tender for appointment of agency for 'appraisal the projects proposed to be funded by IRFC

Description	#Rate of One CSR Project Assignment **[A]**	Tentative Quantity of Project Appraisal **[B]**	**Lump-sum Price (INR) excluding GST (Total Cost of the project) [C = A*B]**
Services as per scope of work	Rs.	06*	
Lump-sum price (INR) in words….			

*Number of CSR Project is tentative and is taken for computation purposes only.
#Rate Quoted for One CSR project.

a. All prices to be quoted in Indian rupees only.
b. The quoted Rate should be inclusive of all out-of-pocket expenses and any other incidental expenses.
c. The quoted Rate should be exclusive of GST. All other taxes are to be borne by the bidder
d. IRFC will not be required to pay and/or reimburse anything over and above the price quoted. Further, the bid price shall be deemed to be inclusive of all other charges required for satisfactory completion of work as per scope, timelines and terms & conditions etc. No escalation for any reason whatsoever shall apply over and above the bid price till completion of the assignment. However, the applicable Goods and Service Tax (GST) shall be payable over and above the quoted price at applicable rates on the date(s) of payment(s).
e. The price is FIRM with no escalation till completion of the Assignment
f. We have completely read and understood the Bidding Document. The Financial Proposal submitted is unconditional and fulfils all the requirements of the Bidding Document.
g. We understand that financial bid with condition(s) or alternate price bid will be summarily rejected.
h. The offer is valid for a period of 180 days from the date of submission of Bid.
i. In case of discrepancy in offer price in figures and words, the offer price quoted in words shall prevail
j. Bidders are strictly advised not to upload/indicate any details of their Price Offer/Bid in the Technical Stage. Any such disclosure in the Technical Bid stage may lead to rejection of the bid.
k. IRFC reserves the right to seek price justification wherever necessary.

Signature of Authorized Signatory:
Name of the Signatory:
Date:
Place:
Company Name & Seal:
Phone:
Email:

General Terms & Conditions:

1. Please comply with 'IRFC ATC Documents' for Eligibility criteria.
2. No EMD in this Tender.
3. Security Deposit shall not be provided by successful Bidder after award of contract i.e., Nil in this Case.
4. Contract Period - Period of One year only but extendable further for maximum two years (year wise) with the sole discretion of IRFC subject to satisfactory performance of successful bidder with same terms & conditions.
5. Successful Bidder shall comply IRFC instruction & directions after post-award formalities.
6. 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.
7. The Successful Bidder shall comply with all prevailing rules, Acts, guidelines, etc., and adhere to the aforesaid requirements. Based on any justification provided by the bidder, IRFC shall discuss and take appropriate measures related thereto.
8. Bidders are advised to adhere to and comply with the Make in India provisions on the GEM portal a s per prevailing rules and the GeM General Terms and Conditions (GTC).
9. All bidders are required to upload the specified Annexures on the GeM portal along with copies of supporting documents, providing justification wherever applicable. IRFC reserves the right to request supporting documents or information related to tender requirements at any stage of the bidding and evaluation process. IRFC may seek such clarification, information, or documentation as necessary to ascertain the eligibility of bidders. Wherever deemed necessary, IRFC may also request the submission of shortfall documents (historical documents which pre-existed at the time of tender opening and which have not undergone change since then — meaning missing or incomplete paperwork related to the bid—through the GeM portal, providing adequate opportunity to bidders. Failure by the bidder to provide the requested information within the stipulated time may result in the cancellation of the bid. In case of any ambiguity or need for clarification, bidders are advised to seek clarification before the bid submission deadline. Further, IRFC shall not entertain any such representation thereafter under any circumstances.
10. **Payment:**
    - **No advance payment shall be made to the Service Provider.**
    - **IRFC shall make the payment as per the payment process flow upon submission of invoice and if any other requirement related to it.**
    - **All the deductions (if applicable) shall be settled before making the payments. Service Provider shall not have any objection on the same.**
    - **Payment shall be made project wise, based on the accepted per project rate, upon satisfactory completion and acceptance of Impact Assessment Report for each CSR project, as certified by the IRFC official.**
    - **80% payment upon completion of the impact assessment and submission of duly signed report, to the satisfaction of IRFC.**
    - **Remaining 20% upon acceptance of the Impact Assessment Report.**

    - **In case of clarification or ambiguity, IRFC instructions shall prevail wherever necessary for smooth operations of Contract from time to time.**

11. **GeM Contract Order**: The arrangement shall operate strictly under a **Rate Contract**, and the services shall be utilized **as and when required**. GEM Contract Order, shall be issued to the selected Bidder. The issue of Contract Order does not guarantee any assignment of work/ payment to the selected agency. The placement of Rate Contract/GEM Contract does not guarantee placement of assignment (CSR projects) orders for impact assessment. The total anticipated quantity (assignment/covering orders) may be Six (tentative) only. Quantity (covering orders) can be from zero to maximum Six (06). GeM Contract Order is a Rate contract for a period of 12 months. The consignee (IRFC) will issue covering orders for each appraisal assignment separately as and when required. Consignee (IRFC) reserves the right to issue covering order, if

required during the contract period and may issue such covering (csr assignments) orders as needed, in accordance with IRFC's requirements, and such issuance shall be binding. Final decision in this matter shall vest with IRFC in all circumstances and binding.

12. The delivery timeline for each CSR project shall be determined solely by IRFC, based on the nature of work, technical requirements, assessment needs, MoU/MoA conditions, and any other relevant factors. Such timelines will be decided by IRFC on a case-to-case basis as per IRFC's requirements from time to time, and the selected bidder shall strictly adhere to the same. The authority to impose Liquidated Damages (LD), with or without justification, shall rest exclusively with IRFC. Apart from this, IRFC will consider to implement as per GEM GTC/GEM SLA for imposing LD/penalty charges/raise of Incidents, in case of repeated delays or unsatisfactory performance/breach of contract etc.,
13. **Financial BID : Number of Projects for Quotation**:
    - The Service Provider shall quote the consolidated lump-sum rate for conducting Impact Assessment of six (06) tentative CSR projects which is taken for computation purpose only. The total lump-sum cost for the project includes a tentative quantity of Six assignment (csr projects). The cost of each individual covering (assignment csr projects) order will be calculated from the total lump-sum cost of the project.
    - Bidders are advised to refer to Annexure-3 of Financial Bid Format for detailed guidance on the pricing structure. All bidders must ensure that the prices quoted on the Government e-Marketplace (GEM) portal are in strict accordance with the format and components specified in Annexure-3.

      Note: Further, the quoted lump sum fee shall be inclusive of cost of site visit/travelling, lodging & boarding expenses, TA/DA, out of pocket expenses viz. Photostat, typing, printing etc. but exclusive of GST only. IRFC will not be required to pay and/or reimburse anything over and above the price quoted. The **Scope Covered in Quoted Rate**:
      - The rate quoted for each project shall be all inclusive, covering:
      - Independent impact assessment in accordance with Rule 8(3) of Companies (CSR Policy) Rules, 2014
      - Field surveys, data collection, analysis, stakeholder consultations
      - Preparation and submission of draft and final Impact Assessment Reports
      - Presentation to Railway/CSR Committee, if required
      - Travel, logistics, manpower, tools, taxes and all incidental costs
      - No additional payment shall be admissible on any account unless specifically provided for in the tender document.

14. **Tentative Nature of Projects**:
    The number of CSR projects indicated as six (06) is tentative in nature and may increase or decrease depending upon actual requirement and approval of the Competent Authority.

15. **OPTION CLAUSE**: IRFC, at its sole discretion, may increase or decrease the contract quantity and/or contract duration by up to **100%** at the time of issuance of the contract, without any impact on the quoted rates or other contractual terms. Subsequent to the issuance of the contract, IRFC shall have the right to increase the contract quantity and/or contract duration by up to 100%. The successful bidder shall mandatorily accept such variation and shall not be entitled to any claim or compensation on account of such change

16. **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 noncompliance whatsoever by the Manpower services 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.

17. **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.
18. 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.
19. In case of any clarification, ambiguity, overriding provisions, waiver instructions, or related matters etc., 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.

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