बिड संख्या/Bid Number: GEM/2026/B/7494378
दिनांक /Dated: 05-05-2026

## बिड दस्तावेज़ / Bid Document

| बिड विवरण/Bid Details | |
|---|---|
| **बिड बंद होने की तारीख/समय /Bid End Date/Time** | 15-05-2026 19:00:00 |
| **बिड खुलने की तारीख/समय /Bid Opening Date/Time** | 15-05-2026 19:30:00 |
| **बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)** | 60 (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** | Custom Bid for Services - Hiring of Laptops on Rental Basis |
| **समान श्रेणी/Similar Category** | • Annual Maintenance Service - Desktops, Laptops and Peripherals<br>• Hiring of Agency for IT Projects- Milestone basis<br>• Leasing In of Assets |
| **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** | Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC)<br>*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 विवरण/Bid Details | |
|---|---|
| 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 |
| 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 |
| **Payment Timelines** | Payments shall be made to the Seller within **45** days of issue of service delivery acceptance certificate (SDAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC) |
| 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**

| | |
|---|---|
| एडवाईजरी बैंक/Advisory Bank | ICICI |
| ईएमडी राशि/EMD Amount | 3640 |

**ईपीबीजी विवरण /ePBG Detail**

| | |
|---|---|
| आवश्यकता/Required | No |

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी 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 अनुपालन/MII Compliance**

| | |
|---|---|
| एमआईआई अनुपालन/MII Compliance | Yes |

**ट्रेड्स भुगतान संबंधी विवरण/TReDS Payment Details**

**This Bid provides for Trade Receivables Discounting System (TReDS) as Preferred mode of payment. For MSME sellers, payments may be processed through a TReDS exchange in which the Buyer is registered, subject to applicable policy and regulatory guidelines. Accordingly, sellers intending to avail payment through TReDS are required to be registered with at least one TReDS exchange in which the buyer is registered.**

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**

**Scope of Work:**1777984724.pdf

**Payment Terms:**1777984728.pdf

**GEM Availability Report ( GAR):**1777984735.pdf

**Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:**1777984740.pdf

## Custom Bid For Services - Hiring Of Laptops On Rental Basis ( 1 )

**तकनीकी विशिष्टियाँ /Technical Specifications**

| विवरण/ Specification | मूल्य/ Values |
|---|---|
| **कोर / Core** | |
| Description /Nomenclature of Service Proposed for procurement using custom bid functionality | Hiring of Laptops on Rental Basis |
| Regulatory/ Statutory Compliance of Service | YES |
| Compliance of Service to SOW, STC, SLA etc | YES |
| **एडऑन /Addon(s)** | |

**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. **Generic**

   OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

2. **Buyer Added Bid Specific ATC**

   Buyer Added text based ATC clauses

   1. EMD Exemption will be as per GEM GTC only. Failure to submit EMD will be summarily Rejected.

   2. There is No security Deposit in this procurement i.e., Nil in this case.

   3. Please adhre IRFC ATC which is attached.

   4. There will be only Financial Evaluation of Bids in this Tender i.e., NO Technical Eligibility of Bids.

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3. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document Click here to view the file.

4. **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.

## अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. 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.
14. 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 catalogues 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. 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 General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.**

**However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.**

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---**

INDIAN RAILWAY FINANCE CORPORATION
A NAVRATNA CPSE UNDER MINISTRY OF RAILWAYS
Future on Track

**Tender for Hiring of Laptops on Rental Basis for Indian Railway Finance Corporation Ltd. (IRFC)**

Indian Railway Finance Corporation Limited (IRFC) invites online bids through the Government e-Marketplace (GeM) portal from eligible and reputed service providers for providing "Laptops in good working condition on a rental basis", including comprehensive maintenance and support services, in accordance with the terms and conditions specified in this tender document.

## 1.Scope of Work

The selected bidder shall provide laptops on rental basis to IRFC, New Delhi / other offices (as applicable).

**Technical Specification of Good Working condition Laptops**

| **Component** | **Minimum Specification** |
|---|---|
| **Brand** | **HP/Dell/Lenovo** |
| Processor | Intel Core i5 (10th Gen or above) |
| RAM | 16 GB DDR4 |
| Storage | 512 GB SSD |
| Display | Minimum 14" / 15" |
| Operating System | Windows 11 Pro |
| Ms Office | Yes (Latest) |
| Standard features (Software compatibility) | ERP support etc., as per latest prevailing norms |
| Ports | USB, HDMI, Audio |
| Connectivity | Wi-Fi, Bluetooth |
| Battery Backup condition with Charger | Yes, Good working condition |
| Service Guarantee | Yes (Software & Hardware) i.e., Comprehensive service support |

**Note- (Higher specifications may be offered at the same quoted rate.)**

**The scope includes:**

- **GeM Contract Order:**

  The arrangement shall operate strictly under a Rate Contract, and the services shall be availed as and when required. The issuance of a GeM Contract Order does not guarantee any hiring of laptop rental services or any payment to the selected agency. The total anticipated quantity for hiring of laptops may be around **21 (tentative) only**. The quantity of laptops may be increased or decreased, ranging from **zero (0) to a maximum of twenty-one (21)** units.

  The GeM Contract Order shall be a Rate Contract for a period of **twelve (12) months**. However, requisition of laptops shall be made strictly based on the requirements of IRFC from time to time during the contract period. The final decision in this matter shall vest solely with **IRFC**, and the same shall be binding in all circumstances.
- Supply of laptops as per above technical specifications
- Pre-installed operating system (Windows 11 Pro) alongwith Ms-Office (latest)/Software compatibility etc.,
- Service Guarantee - Yes (Software & Hardware) i.e., Comprehensive service support
- Free replacement of Rental Laptop in case of Hardware failure
- Pickup of laptops on completion/termination of contract
- Delivery of Rental Laptops with Good working condition at IRFC offices (NBCC Place, Lodhi Road & Scope Complex, Lodhi Road, New Delhi)
- If IRFC requires Rental Laptop over & above 21 Quantity for future purposes, then IRFC reserves the right to enforce Option Clause (50%) and may request selected Bidder to supply the same under the same Rate, Terms & conditions of the GEM contract.

## General Terms & Conditions:

1. The financial bid shall be in Indian Rupees as per format enclosed (Annexure-1) with no escalation at any stage during or after the completion of the contract for any reason whatsoever.

   **Financial BID :-** As per Annexure–1, bidders are advised to fill in the required details logically and correctly in the GeM portal at Financial Stage. Bidders shall offer their rates on the GeM portal by filling in the details accordingly for the tentative quantity of twenty-one (21) rental laptops for a period of 12 months.

2. The rental price shall remain firm during the contract period and shall not be subject to escalation.
3. The maximum permitted downtime per laptop shall be twenty-four (24) hours. In the event that any laptop becomes non-functional due to software or hardware malfunctioning, the affected laptop shall be repaired or replaced at no additional cost to IRFC.
   In case the issue cannot be resolved immediately, the vendor shall provide a standby/replacement laptop within one (1) working day to ensure uninterrupted services.
4. The Service Provider shall provide free on-site maintenance during the rental period.
5. Any defective laptop shall be repaired or replaced at no additional cost
6. In case of irreparable defects, immediate replacement shall be mandatory.
7. The Service Provider shall ensure complete data confidentiality
8. On retrieval of laptops, storage devices shall be securely wiped or destroyed as per Client's instructions.
9. The Vendor shall not access, copy, or misuse any data under any circumstances.
10. All rental laptops shall remain the property and responsibility of the Service Provider only.
11. The Service Provider shall insure laptops against theft, fire, and accidental damage.
12. Ownership of laptops shall remain with the Service Provider throughout the contract.
13. No ownership rights shall transfer to the Client under this agreement.
14. Delay or failure in service may attract Liquidated Damages (LD) up to a maximum of ten percent (10%) of the Contract Value. IRFC reserves the right to recover such Liquidated Damages by deduction from the monthly rental charges/bills payable to the vendor. On a case-to-case basis during the operation of the Contract, LD charges may be levied or waived at the sole discretion of IRFC. The final decision in this regard shall vest with IRFC and shall be final and binding in all circumstances.
15. EMD is exempted to those firms/agency's etc., who fall under the categories as per GEM GTC.

**Earnest Money Deposit (EMD) :-**

**The Bidders shall pay Deposit of INR 3,640/- towards EMD through online mode only (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.**

The EMD shall be forfeited, if a bidder withdraws its bid during the bid validity period (or) if the successful bidder fails to sign the agreement. The Earnest Money Deposit can be forfeited if the bidder withdraws his Tender proposals / modifies / changes / alters / impairs/ derogates the Tender proposal on his own after the Technical Evaluation is done or within the subsistence of the validity period of offer or fails to accept the Letter of Award issued by IRFC or fails to turn-up and execute contract agreement or fails to commence the work as per LOA (or) GEM Contract Award. Unilateral revision or withdrawal of offer by the bidder as above shall also result in rejection of bid without notice.

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

EMD of unsuccessful bidders will be returned without any interest after finalization of the Bid. EMD will constitute & may be converted to the security deposit of the successful bidder and shall be returned without any interest, after the expiry of the period of appointment / extended period of appointment subject to satisfactory performance.

EMD Validity: Since Bidders who have submitted EMD in online mode, the validity remains till finalization & award of contract. EMD of unsuccessful bidders will be returned without any interest after finalization of the Bid.

**Bidders who are registered with MSME are welcome to participate in the bidding as notified by the Ministry of Micro, Small and Medium Enterprises, Govt. of India. Product/Service range mentioned in such certificate should be similar to requirements of this tender. Relaxations (only EMD) as announced by Government of India from time to time shall be applicable to these bidders subject to full compliance of other terms and conditions of the tender and contract. Valid documentary certificate and evidence is to be submitted.**

**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. Please refer GEM GTC.**

**Mode of furnishing Earnest Money Deposit:**

i) EMD Can be furnished in the form of e-payment only. Bidders may choose remittance 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 (**Annexure-2**) 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<br>NBCC New Delhi |
| Account Number | 054805000358 |
| IFSC Code | ICIC0000548 |
| Account Type | CAA |

16. Security Deposit shall not be provided by successful Bidder after award of contract i.e. **Nil in this case.**
17. Contract Period - Period of One year only but extendable further for maximum two years with the sole discretion of IRFC subject to satisfactory performance of successful bidder
18. Successful Bidder shall comply IRFC instruction & directions after post-award formalities.
19. 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.
20. 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).
21. **Payment:**
    - No advance payment shall be made to the Service Provider.
    - The monthly bill shall be raised only for the requisitioned rental laptops provided to IRFC and shall be supported by the certification of satisfactory performance of the rental laptops
    - The vendor shall obtain certification of satisfactory performance of the rental laptops from the concerned IRFC section prior to raising the monthly invoice..
    - 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.
    - In case of clarification or ambiguity, IRFC instructions shall prevail wherever necessary for smooth operations of Contract from time to time.
22. **Indemnity** : The 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.

23. **Termination**: Beside GEM GTC Clause, IRFC reserves the right to enforce by giving notice period of 07 Days. 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 07 days. 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.

    IRFC reserves the right to terminate the GeM Contract, in whole or in part, at any time during the contract period, **without assigning any reason**, including but not limited to **non-requirement of laptop rental services**, administrative exigencies, or change in organizational requirements, by giving a **minimum notice period of one (1) month** in writing to the selected vendor. In the event of termination, the vendor shall arrange for the smooth release and retrieval of the hired laptop(s) within the notice period. IRFC shall be liable to pay rental charges only for the actual period of usage up to the effective date of termination. No compensation, claim, or damages shall be payable by IRFC on account of such termination. The termination decision of IRFC shall be **final and binding** on the vendor.

    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.

24. Price variation clause: IRFC may, at its discretion, consider any request submitted by the selected vendor for a change in price due to factors such as inflation or an increase in support service rates or compatibility of softwares, provided that the request is accompanied by proper justification and supporting documents. Such requests may be reviewed by IRFC from time to time based on the submissions made by the selected vendor. The decision to allow or deny any price variation or increase shall rest solely with IRFC. This provision is optional and does not create any obligation on IRFC to approve the requested variation.
25. The laptop rental services shall be availed on a monthly basis, as and when required by IRFC from time to time. In cases where laptops are hired on a monthly basis, the rental charges shall be payable monthly, subject to verification of good working condition and satisfactory performance of the laptops provided to IRFC, at the end of each service month.

    In the event of any software or hardware issues, including malfunctioning of rental laptops, the selected vendor shall promptly resolve such issues and replace the affected laptops with laptops in good working condition, without adversely affecting the working environment of IRFC offices.

    The vendor shall obtain certification of satisfactory performance of the rental laptops from the concerned IRFC section prior to raising the monthly invoice. The monthly bill shall be raised only for the requisitioned rental laptops provided to IRFC and shall be supported by the certification of satisfactory performance of the rental laptops.

26. **Exit Clause:** IRFC reserves the right to release any hired laptop(s) during the contract period in the event of non-requirement of laptop rental services, or due to cessation, completion, or discontinuation of services of any intern or user for whom the laptop has been hired. In such cases, IRFC shall provide a minimum notice period of one (1) month to the selected service provider for release and return of the concerned laptop(s). This exit provision shall form an integral part of the Rate Contract and shall remain applicable throughout the entire contract duration.
27. 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.
28. 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.

**Annexure-1**

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

**Tender for** Hiring of Rental Laptops in IRFC (New Delhi)

| **Description** | #Rate of One Rental Laptop **[A]** | Tentative Quantity of Rental Laptops **[B]** | Duration in Months **[C]** | **Lump-sum Price (INR) excluding GST (Total Cost of the 21nos Rental Laptops) D = [ A x B X C]** |
|---|---|---|---|---|
| Hiring of Rental Laptops as per above scope of work | Rs. | **21*** | **12 months** | |
| | Lump-sum price (INR) in words…. | | | |

*Tentative Quantities of required Rental Laptops may be around 21nos. However, the quantity may be increased or decreased depending on IRFC requirement which is taken for computation purposes only.

#Rate Quoted for One Rental Laptop

a. All prices to be quoted in Indian rupees only.
b. The quoted rate shall be exclusive of GST. Bidders are advised to fill in the required details logically and correctly on the GeM portal at the Financial Stage. Bidders shall offer their rates on the GeM portal by filling in the details accordingly for the tentative quantity of twenty-one (21) rental laptops.
c. 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 Contract. 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). The quoted Rate should be inclusive of all out-of-pocket expenses and any other incidental expenses.
d. The price is FIRM with no escalation till completion of the Contract.
e. We have completely read and understood the Bidding Document.
f. We understand that financial bid with condition(s) or alternate price bid will be summarily rejected.
g. The offer is valid for a period of 60 days from the date of submission of Bid.
h. In case of discrepancy in offer price in figures and words, the offer price quoted in words shall prevail
i. 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:

**Annexure- 2**

**BID SECURITY FORM (EMD)**

To, Date:

Indian Railway Finance Corporation Limited,

New Delhi – 110 003

Ref: **EMD Details** - Tender for appointment of Agency for providing services of Hiring of Laptop on Rental services

Sir,

Having examined the bidding documents, we, the undersigned, offer to render the services for Hiring of Laptop on Rental services. 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-2 with UTR details soft copy.

Signature:

Full Name:

Address:

(Company Seal)