बिड संख्या/Bid Number: GEM/2026/B/7674374

दिनांक /Dated: 24-06-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	04-07-2026 14:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	04-07-2026 14:30:00
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
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id : Buyer Email id: admn@irfc.nic.in
वस्तु श्रेणी /Item Category	Paper-based Printing Services - Printing with Material; Report/Year Book; Digital UV printing
अनुबंध अवधि /Contract Period	8 Month(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,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
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

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

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

Sample image of desired product:1782287743.pdf

Paper-based Printing Services - Printing With Material; Report/Year Book; Digital UV Printing (150)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Printing	Printing with Material
Category of Printing	Report/Year Book
Mode of Printing	Digital UV printing
Single/ Double Sided	Double Sided (Both Sided – Front and Back)
Colour of Printing	Six Color Digital Print
Printing Content	Text + Pictorial
Paper Material	Art Paper
Standards of Paper	Conformity to Indian Standard IS 4658
Size of the Paper (in cm)	A4 (21.0 x 29.7)
Thickness of Paper in GSM	As per IRFC ATC
Inserts	Not Required
Lease/ Agreement/ Rent receipts (in case of rented space) to be uploaded(documentary proofs to be submitted by SP)	NO
Number of languages of printing	Bilingual
Language	English
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	संसाधनों की मात्रा / Number of Copies	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	150	• Number of pages per Item : 304

Paper-based Printing Services - Printing With Material; Report/Year Book; Digital UV Printing (75)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Printing	Printing with Material
Category of Printing	Report/Year Book
Mode of Printing	Digital UV printing
Single/ Double Sided	Double Sided (Both Sided – Front and Back)
Colour of Printing	Six Color Digital Print
Printing Content	Text + Pictorial
Paper Material	Art Paper
Standards of Paper	Conformity to Indian Standard IS 4658
Size of the Paper (in cm)	A4 (21.0 x 29.7)
Thickness of Paper in GSM	As per IRFC ATC
Inserts	Not Required
Lease/ Agreement/ Rent receipts (in case of rented space) to be uploaded(documentary proofs to be submitted by SP)	NO

विवरण/ Specification	मूल्य/ Values
Number of languages of printing	Bilingual
Language	Hindi
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	संसाधनों की मात्रा / Number of Copies	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	75	• Number of pages per Item : 304

Paper-based Printing Services - Printing With Material; Report/Year Book; Digital UV Printing (500)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Printing	Printing with Material
Category of Printing	Report/Year Book
Mode of Printing	Digital UV printing
Single/ Double Sided	Double Sided (Both Sided – Front and Back)

विवरण/ Specification	मूल्य/ Values
Colour of Printing	As per IRFC ATC
Printing Content	Text + Pictorial
Paper Material	Art Paper
Standards of Paper	Conformity to Indian Standard IS 4658
Size of the Paper (in cm)	A4 (21.0 x 29.7)
Thickness of Paper in GSM	As per IRFC ATC
Inserts	Not Required
Lease/ Agreement/ Rent receipts (in case of rented space) to be uploaded(documentary proofs to be submitted by SP)	NO
Number of languages of printing	Bilingual
Language	English
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	संसाधनों की मात्रा / Number of Copies	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	500	• Number of pages per Item : 304

Paper-based Printing Services - Printing With Material; Report/Year Book; Digital UV Printing (50)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Printing	Printing with Material
Category of Printing	Report/Year Book
Mode of Printing	Digital UV printing
Single/ Double Sided	Double Sided (Both Sided – Front and Back)
Colour of Printing	As per IRFC ATC
Printing Content	Text + Pictorial
Paper Material	Art Paper
Standards of Paper	Conformity to Indian Standard IS 4658
Size of the Paper (in cm)	A4 (21.0 x 29.7)
Thickness of Paper in GSM	As per IRFC ATC
Inserts	Not Required
Lease/ Agreement/ Rent receipts (in case of rented space) to be uploaded(documentary proofs to be submitted by SP)	NO
Number of languages of printing	Bilingual
Language	Hindi
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	संसाधनों की मात्रा / Number of Copies	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	50	• Number of pages per Item : 304

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

1. **Generic**

   OPTION CLAUSE 50% : 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, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. **Buyer Added Bid Specific ATC**

   Buyer Added text based ATC clauses

   1. Please Read Carefully and upload all Annexures for Technical Eligibility.

   2. Please find Attached Document (IRFC ATC Document) for compliance.

   .

3. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

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

Hiring of Agency for Printing of Annual Report FY 2025-26

(For Digital Printing, Perfect Binding with Sewing and Delivery & Supply of Annual Report)

Tender Details

Particulars	Details
Name of Work	Printing of Annual Report FY 2025-26
Mode of Tender	GeM Portal
Bid System	Single Packet (Open Tender)
Contract Period	One Year
Bid Validity	180 Days
EMD	Bid Security Declaration in lieu of EMD
Performance Security/Security Deposit by Selected Bidder	3% of Contract Value
Delivery Location	IRFC, Lodhi Road, New Delhi

1. Introduction: -

Indian Railway Finance Corporation Limited (IRFC), a Public Sector Undertaking and a Non-Banking Financial Company (NBFC) with Navratna status under the Ministry of Railways, Government of India, invites online bids through the Government e-Marketplace (GeM) Portal from reputed, experienced, registered, and competent printing agencies. IRFC intends to procure end-to-end services for the digital printing, perfect binding, packing, and delivery of its Annual Report for FY 2025–26. The Corporation aims to engage reliable and professionally managed service providers with proven expertise in the printing and production of high-quality annual reports, ensuring adherence to prescribed standards, timelines, and confidentiality requirements.

2. Scope of Work: -

Sl No	Particulars & Specifications of Annual Report	Number of Copies	Price per page (Rs.)	Number of pages per Item	Total = A x B x C
		"A"	"B"	"C"	
01	**Colour – English Main Copies**	150		304	
	Digital UV Printing with Material Supply, Six Color Printing (i.e., Multi-colour printing)				
	First Lamination on Cover page and then Spot UV Coating, Embossing on Cover Page				
	Internal Pages & Photographs – Spot UV (tentative no of pages – 30 pages), Double (Two) sided Printing, Inner Pages :- Text + Pictorial + Photographs + pie Charts				
	Imported Art Paper (A-Grade Material) Cover Page – 300 gsm (Matt or Gloss) Inner Pages – 130 gsm (Matt or Gloss) preferably Milky White				
	Conformity to Indian Standard IS 4658, Size – A4 (21.0 X 29.7)				
	Binding : Perfect Binding with Section Thread Sewing (Sewn Binding)				
	Delivery with Carton Boxes				
02	**Colour – Hindi Main Copies**	75		304	
	Digital UV Printing with Material Supply, Six Color Printing (i.e., Multi-colour printing)				
	First Lamination on Cover page and then Spot UV Coating, Embossing on Cover Page				
	Internal Pages & Photographs – Spot UV (tentative no of pages – 30 pages), Double (Two) sided Printing, Inner Pages :- Text + Pictorial + Photographs + pie Charts				
	Imported Art Paper (A-Grade Material) Cover Page – 300 gsm (Matt or Gloss) Inner Pages – 130 gsm (Matt or Gloss) preferably Milky White				
	Conformity to Indian Standard IS 4658, Size – A4 (21.0 X 29.7)				
	Binding : Perfect Binding with Section Thread Sewing (Sewn Binding)				
	Delivery with Carton Boxes				
03	**Black & White – English - Investor Copies**	500		304	
	Digital UV Printing with Material Supply, Black & White Printing				
	First Lamination on Cover page and then Spot UV Coating, Embossing on Cover Page				
	Internal Pages & Photographs – Spot UV (tentative no of pages – 30 pages), Double sided Printing, Inner Pages :- Text + Pictorial + Photographs + pie Charts				
	Imported Art Paper (A-Grade Material) Cover Page – 300 gsm (Matt or Gloss) Inner Pages – 110 gsm (Matt or Gloss) preferably Milky White				
	Conformity to Indian Standard IS 4658, Size – A4 (21.0 X 29.7)				
	Binding : Perfect Binding with Section Thread Sewing (Sewn Binding)				
	Delivery with Carton Boxes and Each Investor Copy to be enclosed covered with Envelope (Folder)				
04	**Black & White – Hindi - Investor Copies**	50		304	
	Digital UV Printing with Material Supply, Black & White Printing				
	First Lamination on Cover page and then Spot UV Coating, Embossing on Cover Page				
	Internal Pages & Photographs – Spot UV (tentative no of pages – 30 pages), Double sided Printing, Inner Pages :- Text + Pictorial + Photographs + pie Charts				
	Imported Art Paper (A-Grade Material) Cover Page – 300 gsm (Matt or Gloss) Inner Pages – 110 gsm (Matt or Gloss) preferably Milky White				
	Conformity to Indian Standard IS 4658, Size – A4 (21.0 X 29.7)				
	Binding : Perfect Binding with Section Thread Sewing (Sewn Binding)				
	Delivery with Carton Boxes and Each Investor Copy to be enclosed covered with Envelope (Folder)				
				Total Price of	
				Applicable GST Rate @ _____	
				Grand Total including GST =	
In Words					

Note :

a) 01 Annual Report = 304 pages per Item – Two-sided Printing (04 Cover + 270 inner pages + 30 inner multi-colour photographs).

b) The number of pages indicated is tentative and subject to variation. Any increase or decrease in the number of pages shall be regulated on a pro-rata basis at the accepted per-page rates. The actual number of pages may vary depending upon the requirement of Indian Railway Finance Corporation Limited (IRFC), and IRFC reserves the absolute right to increase or decrease the number of pages in any Annual Report at its sole discretion, without assigning any reason.

c) Any increase or decrease in quantity shall be payable on a pro-rata basis at the accepted rates. IRFC reserves the right to exercise the Option Clause for procurement of up to 50% additional quantity during the currency of the Contract at the same rates, terms and conditions, which shall be binding on the successful bidder.

3. Obligations of Service Provider:

The selected agency shall undertake complete responsibility for:

1) Printing and Pre-Press Activities: -

- Undertake necessary pre - press processing for printing based on the final print – ready artwork/file provided by IRFC.
- Work on the 'Ready-to-Print' files (English & Hindi) supplied by IRFC and ensure compatibility with printing standards without altering approved content and No modifications or alterations whatsoever shall be made by the printer to the files so provided.

2) Printing and Production: -

- Undertake high-quality Digital UV Printing as per approved specifications.
- Ensure precise color reproduction, image clarity, and overall print quality consistent with professional publication standards.
- Implement value-added print enhancements including Lamination (as specified), Spot UV coating, Embossing and Foil Stamping of IRFC Logo (if required by IRFC).

3) Binding and Finishing: -

- Execute durable and aesthetically superior binding, specifically: Perfect Binding with Section Thread Sewing for enhanced longevity and finish.
- Ensure all copies are uniformly trimmed, aligned, and finished to high-quality standards.

4) Packaging and Delivery: -

- Individually pack each Investor Copy in a suitable envelope/folder as specified by IRFC.
- Ensure proper bulk packing to prevent damage during transit.
- Deliver the entire consignment securely to the designated IRFC office within stipulated timelines.
- PDF (High Resolution) Copy to be provided.

5) Approvals and Compliance: -

- Obtain prior written approval from IRFC (Indenting Section) before undertaking final printing of the Annual Report.
- Adhere strictly to the approved final copy; no deviation shall be permitted without explicit authorization.

6) Sample Submission: -

- Provide at least one sample copy each of the English and Hindi versions (digital print) for IRFC's review and approval prior to bulk production.
- Proceed with final print run only after receiving formal approval on sample copies.
- In the event that any errors, omissions, or discrepancies are detected in the approved proof or identified in the printed material, the same shall be promptly rectified and the defective pages shall be replaced by the printer entirely at its own cost, without any financial implication to Indian Railway Finance Corporation (IRFC).

  In case of failure to carry out such rectifications or in the event of non-compliance with the specified contractual quality of paper and printing

standards, IRFC reserves the right to withhold full or part payment. Further, such failure shall attract Liquidated Damages (LD) as deemed appropriate by IRFC, in accordance with the terms of the contract. IRFC shall also have the right to debar the contractor from participation in future assignments, if considered necessary.

The printer/contractor shall be obligated to incorporate all corrections, revisions, modifications, and updates as directed by IRFC during the course of execution, without any claim for additional costs or financial compensation.

7) **Accountability and Service Commitment: -**

- ❖ Assume complete responsibility for accuracy, quality, and timely delivery of the Annual Reports.
- ❖ Rectify any defects, discrepancies, or deficiencies identified by IRFC promptly and at no additional cost.
- ❖ Maintain strict confidentiality of all content and materials provided by IRFC.
- ❖ The participating bidder must possess adequate infrastructure, technical capability, and manpower for high-quality multi-colour printing, binding, and timely delivery.

4. ELIGIBILITY CRITERIA FOR SERVICE PROVIDER :-

Bidders shall fulfil the prescribed minimum qualifying criteria and submit all relevant supporting documents along with their bids. The complete bid, including technical and financial details under a single packet mode, must be duly uploaded on the GeM Portal within the stipulated timeline.

Sr No	Qualifying Criteria	Documents Required
1	**Experience – Technical Eligibility:**	
	The Bidder must have past experience of providing similar completed services/ work (Printing related activities/work or services**) during the period of Seven Years (**1st April 2019 to 31st March 2026) to any Government organization/ Departments/ Ministry/ Public Sector Undertakings/Public Listed Company**, with either of the following: a) Three similar works each costing not less than the amount equal to 30% of the advertised Value of the tender i.e., **Rs 1.89 Lakhs** **(OR)** b) Two similar works each costing not less amount equal to 40% of advertised Value of the tender i.e. **Rs 2.52 Lakhs** **(OR)** c) One similar works costing not less than the amount equal to 60% of advertised Value of the tender i.e**. Rs. 3.78 Lakhs** ** Similar completed services/work means Printing of Annual Reports or Letterheads or Brochures or Catalogues or Presentation Folders or Diaries or Calendars or Magazines or Journals or Year Book or Biography Books etc., in India, for any Government organization/ Departments/ Ministry/ Public Sector Undertakings/ Public Listed Company, during the period 1st April 2019 to 31st March 2026.	"List of organization/clients – Engagement or of an agency for printing of Annual Report FY 2025-26" to be provided as per (Annexure – 1) which should be duly certified by Chartered Accountant and upload the same. **(Or)** Copy of **Chartered Accountant** letter duly certifying the 'mentioned qualifying contract value: (a) or (b) or (c)'' confirming that participating bidder received the contract during the period (**1st April 2019 to 31st March 2026)** & completed therein.
2	**Geographic Presence in States**	Self-Undertaking Letter (Office Presence within Delhi NCR) **(Annexure-2)** **(or)** Provide any one copy of proof of Incorporation certificate or proprietorship or Electricity Bill or registration deed etc., for establishing the same.
3	**BID Security Declaration in Lieu of EMD**	Please provide **(Annexure-3)** in lieu of EMD.
4	**Self-Undertaking Letter**	Please submit & upload **(Annexure-4)** in GEM portal.

Note:

Failure to meet the "Technical Stage Eligibility Criteria for Service Provider" i.e., (Sr. No 1 to 4) and non-submission of Documents in required format, 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- Engagement or of an agency for printing of Annual Report FY 2025-26

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

Past experience of 'Engagement or of an agency for printing of Annual Report FY 2025-26 during the period of Seven Years (**1st April 2019 to 31st March 2026)** 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 **(or)**	Three similar works each costing not less than the amount equal to 30% of the advertised Value of the tender i.e., **Rs 1.89 Lakhs**	a)						
		b)						
		c)						
2 **(Or)**	Two similar works each costing not less amount equal to 40% of advertised Value of the tender i.e. **Rs 2.52 Lakhs**	a)						
		b)						
3 **(Or)**	One similar works costing not less than the amount equal to 60% of advertised Value of the tender i.e**. Rs. 3.78 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)

Annexure-2

Self-Undertaking Letter (Office Presence within Delhi NCR)

To,
IRFC
New Delhi

Date:

Subject: Self-Undertaking Regarding Office address within Delhi NCR

Dear Sir/Madam,

I/We, _____ [Name of the Bidder / Company / Firm / Agency etc.,], having our office at _____[Office Address], hereby solemnly affirm and undertake the following in connection with this Tender:

a) That our firm/agency/company has a Office located within Delhi NCR.
b) The details of our office in within Delhi NCR are as under:

Office Details :-

Name of Organization/Firm/Agency etc.,:	
Office Address within Delhi NCR:	
State & Pin code	
PAN Number	
GST Number	
Authorized In-charge Name	
Email ID	
Mobile Number	

c) That the above office is fully functional and capable of supporting operations related to the execution of the tender work.
d) That we shall ensure proper coordination, supervision, and timely response through the above-mentioned office for all matters related to this tender.

That in case any information provided above is found to be incorrect or misleading, our bid shall be liable for rejection, and appropriate action may be taken as per tender terms and applicable rules.

We hereby confirm that the above information is true and correct to the best of our knowledge and we fully comply with the eligibility criteria specified in the tender document.

Thanking you,

Yours faithfully,

Signature: _____
[Authorized Signatory Name] :-

Mob :-

Annexure-3

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD

Bid Securing Declaration

I/We, the authorized signatory of M/s _____, participating in the subject GeM Tender No. _____, for the work titled *"Engagement of an Agency for Printing of Annual Report FY 2025–26"*, do hereby declare that:

1. We understand that, as per the conditions of this Tender Document, the bid must be supported by a **Bid Securing Declaration** in lieu of Bid Security (EMD).
2. We unconditionally accept the conditions of this Bid Securing Declaration. We further understand that we shall be automatically suspended from being eligible to participate in any tender of Indian Railway Finance Corporation Ltd. for the period applicable under the GeM Incident Management Policy, in case of breach of our obligations under the tender conditions, including but not limited to the following:

    a) If we withdraw, amend, impair, or derogate from our bid in any respect during the bid validity period; or
    b) If we commit any other breach of tender conditions or contract that would have otherwise resulted in forfeiture of EMD; or
    c) If, upon being notified within the bid validity period of the acceptance of our bid by Indian Railway Finance Corporation Ltd., we:
        i. Refuse or fail to submit the original documents for verification or the required Performance Security within the stipulated time as per the Tender Document or
        ii. Fail or refuse to sign or accept the contract or
        iii. Fail to deliver the services/work as per Tender document

Signature of Authorized Signatory of Bidder

Name of Authorized Signatory: _____
Mobile No :
Email Id :

ANNEXURE–4

SELF-UNDERTAKING LETTER

I, _____ (Name of Authorized Signatory), duly authorized and acting on behalf of _____ (Name of Firm/Company/Proprietorship, etc.), having its office within Delhi/NCR at _____ (Address), do hereby solemnly affirm and declare as under:

1. That I am the authorized representative of the firm/company and am fully competent to swear this undertaking on behalf of the said firm/company.
2. That the firm/company, namely _____, has not been blacklisted, banned, or debarred by any Central Government / State Government / Government Department / Public Sector Undertaking / Autonomous Body, or any other authority in India during the last five (05) years from the date of submission of this tender.
3. That the firm/company holds valid GST and PAN registrations, with details as under:
    - **GST Number:** _____
    - **PAN Number:** _____
4. That the bidder hereby confirms that it shall, on behalf of _____, supply and deliver the Annual Reports strictly in accordance with the specifications, terms, and conditions prescribed in the Technical Specifications of the Tender Document, in the event of award of the GeM Contract Order.
5. That I have carefully read and fully understood the entire Tender Document and hereby unconditionally accept all the terms and conditions contained therein, including the Technical Specifications and obligations of the Service Provider, without any reservation.
6. That in case any information is found to be false or misleading, the Buyer Department (IRFC) shall have the right to reject the bid, terminate the contract (if awarded), and take appropriate action as deemed fit.

Thanking you,

Yours faithfully,

(Signature): _____
Name: _____
Designation: _____
Firm/Company/Proprietorship: _____
Mobile No.: _____

Office Address within Delhi/NCR

General Terms & Conditions

1) **GEM Contract Period** – The contract validity shall be for a period of one year only, which may be further extended for a maximum of two additional years on the same terms and conditions including Accepted Rate of L1 of this tender, at the sole discretion of IRFC and subject to the satisfactory performance of the successful bidder. The validity of GEM Contract Order will be from date of issuance of GEM Contract Order or as decided by IRFC.

2) In this Tender, Earnest Money Deposit (EMD) is taken in the form of Bid Securing Declaration.

3) Security Deposit (performance security) to be given by Selected Service **provider @ 3% of Contract value** as desired & prescribed by IRFC. This security deposit to be deposited within 30 days of GEM Contract Order and the same shall be released soon after completion of all contractual obligations & successful delivery of all Annual Reports to the satisfaction of IRFC. The release of security deposit will be to the satisfaction and only after successful delivery of all annual reports.

   Forfeiture of Security Deposit:-

   IRFC reserves the right to forfeit the same, either in whole or in part, at its discretion, in cases including but not limited to:
   - Failure to execute or perform the contract in accordance with its terms and conditions;
   - Breach of any contractual obligations;
   - Provision of unsatisfactory services;
   - Withdrawal or abandonment of contract during its currency;
   - Non-fulfilment of performance requirements; or
   - Any other default as determined by IRFC.

   The decision of IRFC in respect of submission, adjustment, forfeiture, or release of the Security Deposit shall be final and binding on the Service Provider.

4) **Financial BID** :- Bidders are advised to fill in all required details accurately and logically on the GeM portal at the financial stage. Bidders shall quote their rates on the GeM portal in accordance with the IRFC Scope of Work/Technical specifications/Obligations of Service provider only after carefully reading all the General Terms and Conditions of the Tender document.

   The rates quoted shall be firm and shall remain unchanged throughout the currency of the contract which shall be all-inclusive of all as mentioned in Scope of Work/Technical Specification & Obligations of Service provider. GST will be paid extra from time to time.

   Note :-
   Notwithstanding anything contained in this tender document, IRFC reserves the right to assess the reasonability of rates quoted by the Lowest (L1) Bidder for engagement of service provider for providing printing of Annual Reports in comparison with prevailing market rates, past procurement trends, and the scope of work defined in this tender.

   In case the quoted rates are found to be unusually high, unbalanced, or not justified with reference to the scope and service conditions, IRFC may, at its sole discretion, seek detailed price justification and cost break-up from the L1 Bidder through the Government e-Marketplace (GeM) portal.

   Further, IRFC reserves the right to undertake price negotiation with the L1 Bidder on GeM. The L1 Bidder shall be required to participate in such negotiations and submit revised offers, if called upon, within the stipulated time.

Failure of the L1 Bidder to provide satisfactory justification, refusal to participate in negotiation, or non-submission of revised quotes (if required) may lead to rejection of the offer and further action as deemed appropriate by IRFC in line with applicable rules, including consideration of the next eligible bidder or re-tendering etc.,

The decision of IRFC in this regard shall be final and binding on all bidders.

5) Evaluation Methodology :

The evaluation of bids shall be carried out in a single packet system on the Government e-Marketplace (GeM) portal. Failure to meet the "Technical Stage Eligibility Criteria for Service Provider" i.e., (Sr. No 1 to 4) and non-submission of Documents in required format, 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. Accordingly, bidders are advised to carefully upload all requisite supporting documents and ensure full compliance with the eligibility criteria and tender conditions to avoid rejection of their bids.

The decision of IRFC in the evaluation process shall be final and binding on all bidders.

GEM Provision (IRFC may or may not exercise):-
As per para 7.3.5 on (Clarification of Bids/Shortfall Documents) of the Manual for Procurement of Goods 2024, issued by Ministry of Finance, Department of Expenditure, During evaluation and comparison of bids, the purchaser may, at his discretion, ask the bidder for clarifications on the bid. The request for clarification shall be given asking the tenderer to respond by a specified date. If the tenderer does not comply or respond by the date, his tender will be liable to be rejected. Depending on the outcome, such tenders are to be ignored or considered further. No change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the bidder shall be entertained. The shortfall information / documents should be sought only in case of historical documents which pre-existed at the time of the tender opening and which have not undergone change since then. So far as the submission of documents is concerned with regard to qualification criteria, after submission of the tender, only related shortfall documents should be asked for and considered. For example, if the bidder has submitted a supply order without its completion / performance certificate, the certificate can be asked for and considered. However, no new supply order should be asked for so as to qualify the bidder.

6) Delivery Mechanism and Timeline :-

Upon receipt of the final, duly approved print-ready content from the IRFC Indenting Section, the selected Service Provider shall undertake as per Scope of work strictly in accordance with the prescribed technical specifications and contractual obligations, without making any alterations to the approved content.

The Service Provider shall submit a sample proof copy within three (03) working days from the date of receipt of the print-ready material. The proof shall be initially reviewed by the concerned IRFC Indenting Section, which shall thereafter accord approval for final bulk printing. Only upon receipt of such approval (including incorporation of any required corrections) shall the Service Provider proceed with bulk printing.

Following approval, the Service Provider shall undertake bulk production and ensure delivery of the required quantity of Annual Reports within a maximum period of thirty (30) days from the date of receipt of the print-ready material, or as otherwise specified by IRFC.

The delivery mechanism shall include:

- Secure, damage-free transportation of printed materials to the designated IRFC location(s);
- Proper packaging to ensure protection against transit-related damage; and
- Compliance with all logistical requirements specified by IRFC from time to time.

The IRFC Indenting Section shall retain the exclusive right to:

- Modify or reduce the delivery timeline within the stipulated 30-day period based on urgency;
- Grant relaxation or extension beyond the standard delivery period, if deemed necessary; and
- Approve or reject proof copies, authorize bulk production, and accept final deliveries.
- Forward the bill to the Administration Section (IRFC) for further processing of payment soon after acceptance of all Annual Reports delivered by the Service Provider to the satisfaction of consignee (Indenting section).

In the event that IRFC requires delivery of Annual Reports within 30 days in view of its urgency requirement, the Service Provider shall coordinate with IRFC and comply with the instructions of the consignee (Indenting Section/IRFC) for scheduling delivery within the timeframe as specified by Indenting section (IRFC), provided that the overall timeline does not exceed the maximum stipulated period of one (01) month.

The IRFC Indenting Section reserves the right to exercise or invoke penalties or grant waivers thereof on a case-to-case basis during the operation of the contract period, and its decision in this regard shall be final and binding. The successful bidder shall ensure timely completion and delivery of the Annual Report to the satisfaction of IRFC.

7) **Payment Terms** :-

a) No Advance payment will be made in any case.
b) Payments shall be made only for actual services rendered subject to submission of delivery of Annual Reports to IRFC Indenting section.
c) Payment shall be made against invoice within 30 days.
d) Payment will be made through Bank transfer only.

Note :-
Each Annual Report shall initially comprise tentatively 304 pages (including cover pages, inner pages and multi-colour pages) printed on both sides. In the event of any increase or decrease in the number of pages, the payment shall be regulated on a pro-rata basis, derived from the accepted per-page rate quoted by the successful bidder.

Payment shall be made strictly on the basis of the actual quantities printed and supplied, duly verified and accepted by IRFC. The total amount payable for each item shall be determined in accordance with the following formula:

Total Cost = Number of Copies (A) × Accepted Per-Page Rate (B) × Actual Number of Pages (C)

Accordingly, any increase or decrease in the number of pages and/or quantity of Annual Reports shall be adjusted on a pro-rata basis at the accepted rates. Additional quantities, if ordered under the Option Clause, shall also be payable at the same approved rates and shall be governed by the terms and conditions of the Contract.

No payment shall be admissible for quantities not ordered, printed, supplied, verified and accepted by IRFC. Payment shall be released only against the actual quantities satisfactorily printed and delivered.

In case of any doubt, ambiguity or requirement for clarification relating to the scope of work, specifications, quantity, quality or execution of the Contract, the decision and interpretation of IRFC (Administration Division), in consultation with the concerned section(s) of IRFC, shall be final and binding upon the Contractor. IRFC reserves the right to issue such instructions, clarifications or directions as may be considered necessary from time to time for the smooth and efficient execution of the Contract.

8) **Liquidated Damages**: If the Seller/Service Provider fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% of the contract value of delayed quantity per week or part of the week of delayed period, until actual delivery or performance, as pre-estimated damages not exceeding 5% of the total contract value

without any controversy/dispute of any sort whatsoever. However, in case of inordinate delay maximum deduction shall be 10% of the total contract value.

Note: Inexcusable delays of more than one-fourth (25%) of the completion period specified in the contract shall be treated as inordinate delay(s).

9) **Indemnify** :- The Selected Service Provider shall at all times indemnify, defend and hold harmless IRFC, its officers, employees and representatives from and against all actions, claims, demands, losses, damages, penalties, costs and expenses (including legal fees) arising out of or in connection with: (a) any act, omission, negligence or breach of contract by the service provider in the printing, handling, packing, transportation and delivery of the Annual Report; (b) any delay, defect, deficiency or non-conformity in printing quality or specifications; (c) any violation of applicable labour laws or statutory provisions by the service provider; (d) any third-party claims arising from use, handling or delivery of the printed material; and (e) any infringement of intellectual property rights, including unauthorized use of content, design, trademarks or copyrighted material used in the Annual Report.

   In the event of any such claim or proceeding, the selected service provider shall, at its own cost, promptly defend or settle the same and keep IRFC fully indemnified. The service provider shall not admit liability or compromise or settle any claim affecting IRFC without the prior written consent of IRFC.

10) **Termination of Contract :-**

   a) IRFC reserves the absolute right to terminate the contract, either in whole or in part, at any time by issuing a written notice of seven (07) days to the Service Provider. In the event the Service Provider fails to take satisfactory corrective action within the stipulated notice period, IRFC shall be entitled to terminate the contract upon expiry of such notice period.

      Notwithstanding the above, IRFC may terminate the contract forthwith, without any prior notice, in cases involving serious misconduct, negligence, failure to adhere to printing specifications or quality standards, delay in printing or delivery schedules, breach of confidentiality, loss or damage to printed Annual Reports, or any act requiring immediate discontinuation of services and vacation of IRFC premises.

   b) IRFC may also terminate the contract at its sole discretion due to non-requirement of printing or delivery services, unsatisfactory quality of printed Annual Reports, delays in execution, or breach of any terms and conditions of the contract.

   c) Determination of Service Levels:

      IRFC indenting Section shall be the sole authority in assessing the quality of printing, packaging, and timely delivery of Annual Reports. The decision of IRFC indenting section in this regard shall be final and binding on the Service Provider, and any deficiency in quality, adherence to specifications, or timelines shall be deemed sufficient ground for termination.

11) **Confidential Clause :-** The Bidder/Contractor ("Service Provider") shall maintain strict confidentiality of all information, documents, data, and materials, including approved Annual Report content, provided by IRFC and shall use the same solely for execution of the contract. The Service Provider shall not, without prior written consent of IRFC, disclose, reproduce, or share such information with any third party and shall implement adequate safeguards to prevent unauthorized access, use, or disclosure. The Service Provider shall ensure that its personnel and agents are bound by similar confidentiality obligations. Any breach shall be treated as a material breach of contract, liable for termination, forfeiture of Performance Security, and other actions as per applicable rules including GFR provisions. This obligation shall remain in force during the contract period and continue even after its completion or termination.

12) Dispute Redressal Mechanism:-

a) Amicable Settlement:

In the event of any dispute, difference, or controversy of whatsoever nature arising between IRFC and the selected Service Provider in connection with or relating to this contract, including execution of printing and delivery of Annual Reports, the parties shall, in the first instance, make all reasonable efforts to resolve the same amicably through mutual discussions and negotiations between their authorized representatives.

b) Decision by IRFC:

In case the dispute is not resolved through mutual discussions, IRFC shall determine the appropriate course of action for redressal as per the applicable rules, guidelines, and policies prevailing from time to time. The decision of the Competent Authority of IRFC shall be final and binding on the Service Provider in all circumstances relating to the matter.

c) Arbitration:

If the dispute remains unresolved within a period of thirty (30) days from the commencement of such negotiations, the matter shall be dealt with in accordance with the provisions of GeM General Terms & Conditions (GTC) and General Financial Rules (GFR), as applicable. The venue of arbitration shall be New Delhi, India, and the proceedings shall be conducted in accordance with applicable laws.

13) **IRFC's Right to Accept or Reject Bids:**

IRFC reserves the right to accept or reject any bid(s), and/or to annul the bidding process and reject all bids at any time prior to the award of the contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform them of the grounds for such action.

14) **Cost of Bidding:** The bidder shall bear all costs associated with preparation and submission of their bid, including post bid discussions, technical or other presentations, and IRFC will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process.

15) IRFC reserves the right to enforce the GeM General Terms and Conditions (GTC) as per the requirements of the Corporation and binding wherever necessary.

16) The bid submission by the bidder confirms that they have unconditionally accepted and agreed to abide by the entire scope of work, terms and conditions, provisions, obligations, timelines, and other stipulations contained in the Tender document, along with any subsequent amendments or clarifications issued thereto, if any.

Further, the bid submission also confirms that it has been made after careful examination and a complete understanding of all provisions of the Tender document. The bidder undertakes to comply with the same in its entirety without any deviation or reservation.

17) 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.

18) In case of any clarification, ambiguity, overriding provisions, waiver instructions, payment terms or related matters etc., during currency of contract period, IRFC (Admn) reserves the sole right to take the final decision. Such decisions shall be binding on all concerned parties and applicable under all circumstances.