बिड संख्या/Bid Number: GEM/2026/B/8155006
दिनांक /Dated: 16-10-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	06-11-2026 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	07-11-2026 12:00:00
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 :dmb@irfc.nic.in Buyer Email id: admn@irfc.nic.in
वस्तु श्रेणी /Item Category	ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-Servers; OEM Authorised Service Provider , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Storage & Backup Devices; Storage-System; OEM Authorised Service Provider , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; Layer-3-Distribution-Switch; OEM Authorised Service Provider , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Security Systems Devices; Firewall; As OEM
अनुबंध अवधि /Contract Period	3 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,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
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
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	5
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

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services: Please refer to IRFC ATC Document

Other Information: Please refer to IRFC ATC Document

Asset Details and its Distribution across the consignee /user locations:1792147365.pdf

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-Servers; OEM Authorised Service Provider (2)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Major category of Assets	Compute
Type Of Asset	Computer-Servers
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	DELL
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	NA
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 / Quantity of Data Center Assets	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	2	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Storage & Backup Devices; Storage-System; OEM Authorised Service Provider (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Major category of Assets	Storage & Backup Devices
Type Of Asset	Storage-System
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	DELL
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	NA
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 / Quantity of Data Center Assets	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	1	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; Layer-3-Distribution-Switch; OEM Authorised Service Provider (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Major category of Assets	Network Devices
Type Of Asset	Layer-3-Distribution-Switch
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	DELL
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	NA

विवरण/ Specification	मूल्य/ Values
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 / Quantity of Data Center Assets	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	1	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Security Systems Devices; Firewall; As OEM (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Major category of Assets	Security Systems Devices
Type Of Asset	Firewall
Status of Annual Maintenance Service Provider	As OEM
Make/Brand Of Assets	FORTINET
Onsite Service Engineers Requirement	As Indicated in Bid Document

विवरण/ Specification	मूल्य/ Values
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	NA
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 / Quantity of Data Center Assets	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	1	N/A

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

1. **Buyer Added Bid Specific ATC**

   Buyer Added text based ATC clauses

   1. Please refer to IRFC ATC Document regarding Technical Eligibility Criteria for compliance and participati on of Bidders.

   2. Please refer to IRFC ATC document inclusive of Scope of Work etc.,

   .

2. **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 (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) 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

Indian Railway Finance Corporation Limited

(Navratna – A Government of India Enterprise)

Open Tender in GeM portal

Invitation of Bids

Tender for Annual Maintenance Contract (AMC) and Management of Disaster Recovery (DR) Site hosted at National Data Centre (NDC), Bhubaneswar, Odisha for a period of Three years.

Chapter-1

Tender for Annual Maintenance Contract (AMC) and Management of Disaster Recovery (DR) Site hosted at National Data Centre (NDC), Bhubaneswar, Odisha for a period of Three (03) years.

Scope of Work

Indian Railway Finance Corporation Limited (IRFC) intends to engage a competent and experienced System Integrator/IT Service Provider for Comprehensive Annual Maintenance Contract (AMC) and management of its Disaster Recovery (DR) Site hosted at National Data Centre (NDC), Bhubaneswar, Odisha. The selected bidder shall provide comprehensive support through back-to-back OEM support arrangements, deployment of qualified technical resources, proactive monitoring, administration, maintenance, troubleshooting, and coordination with OEMs and other stakeholders to ensure uninterrupted availability, security, and operational readiness of the DR infrastructure.

The scope of work shall broadly include, but not be limited to, the following:

1 Comprehensive AMC with Back-to-Back OEM Support

The selected bidder shall:

- Provide comprehensive AMC support for all IT assets installed at the DR Site as listed in **Annexure-1**.
- Maintain valid back-to-back support agreements with respective OEMs throughout the contract period.
- Ensure timely escalation, troubleshooting, replacement, repair, and restoration of hardware/software components through OEM support channels.
- Submit documentary evidence of OEM authorization/support arrangements whenever required by IRFC.
- Coordinate with OEMs for firmware upgrades, software updates, warranty support, technical advisories, and resolution of critical incidents.
- Ensure compliance with the defined Service Level Agreements (SLAs).

2 Technical Support Services

The selected bidder shall:

- Deploy qualified, experienced, and adequately skilled technical personnel for management and maintenance of the DR infrastructure.
- Provide onsite and remote technical support, as required, for ensuring smooth operations of all DR systems.
- Ensure adherence to agreed SLAs for incident response, resolution, and service restoration.
- Provide technical expertise for troubleshooting, performance optimization, preventive maintenance, and infrastructure enhancement activities.
- If required by IRFC from time to time, the Service Provider may have to deploy a dedicated, technically qualified resource person additionally having at least 03 yrs of specialized experience in Server, Storage, Virtualization, Backup, and Network Administration. The resource shall act as a single point of contact for IRFC, be available remotely during business hours, and physically visit the DR Site whenever required by IRFC.
- Replacement of deployed personnel shall only be with equally or higher qualified resources and with prior intimation to IRFC.

3 Disaster Recovery Site Administration

The selected bidder shall be responsible for overall administration and operational management of the DR Site, including:

- Monitoring and ensuring smooth functioning of all infrastructure components hosted at the DR Site.
- Monitoring environmental parameters such as temperature, humidity, rack conditions, power availability, UPS status, and other related facilities.
- Maintaining records and logs of environmental conditions and infrastructure health.
- Acting as the first level support for all DR Site-related incidents and coordinating with IRFC, NIC, OEMs, and third-party vendors for resolution.
- Tracking, monitoring, and ensuring compliance with AMC and warranty obligations of all deployed solutions.
- Maintaining visitor access records and data centre entry logs.

- Implementing and maintaining access control mechanisms as prescribed by IRFC.
- Advising IRFC on industry best practices for DR infrastructure management, operational resilience, and business continuity.

4 Server Administration and Management

The selected bidder shall provide end-to-end server administration services covering physical, virtual, and application servers, including:

- Administration and management of all DR servers supporting replication of applications, databases, file servers, and storage systems from the Production Data Centre (PDC).
- Installation, configuration, commissioning, and management of physical and virtual servers.
- Installation, configuration, monitoring, and maintenance of operating systems, applications, and supporting software as per IRFC requirements.
- Operating System administration for Windows, Linux, and any other operating systems deployed during the contract period.
- Performance monitoring, troubleshooting, hardening, patch management, firmware and BIOS upgrades.
- Management of replication between PDC and DR Site for databases, applications, storage, and files.
- Monitoring replication status and sharing automated daily health reports with designated IRFC officials.
- Managing backup, restoration, and recovery processes related to servers.
- Monitoring and analysis of system logs, alerts, and events and maintaining audit-ready records.
- Installation, updates, upgrades, and patch deployment of IRFC applications as per approved procedures.
- Coordination with SSL Certificate providers for procurement, renewal, implementation, and deployment of digital certificates.
- Administration, management, backup, recovery, and maintenance of Active Directory (AD), Domain Controllers, DNS, Group Policies, and related directory services.

- User account management, access provisioning, password management, and access control administration.

5 Storage Administration

The selected bidder shall:

- Monitor, administer, configure, and maintain storage infrastructure deployed at the DR Site.
- Ensure availability, performance, utilization optimization, and health monitoring of storage systems.
- Manage SAN/NAS storage, RAID configurations, logical volumes, LUNs, storage expansion, and capacity allocation.
- Configure storage replication to support DR objectives.
- Troubleshoot storage-related issues and coordinate with OEMs for resolution.
- Maintain storage utilization and health reports.

6 Network Administration

The selected bidder shall:

- Manage and administer DR Site network infrastructure including switches, routers, network interfaces, and connectivity components.
- Monitor and maintain the dedicated P2P connectivity between PDC and DR Site, including bandwidth utilization, latency, availability, packet loss, and link performance.
- Coordinate with telecom service providers and ISPs for timely resolution of network-related issues.
- Configure and manage VLANs, routing, switching, security policies, and network segmentation.
- Maintain updated network architecture diagrams, IP addressing schemes, and inventory records.
- Ensure regular backup of network device configurations and implementation of network security best practices.
- Support achievement of defined Recovery Point Objective (RPO) and Recovery Time Objective (RTO) requirements.

7 Information Security Administration

The selected bidder shall provide security administration services including:

- Monitoring and management of security infrastructure and components installed at the DR Site.
- Coordination with OEMs for security updates, signature updates, firmware upgrades, and technical support.
- Documentation and maintenance of security architecture, network security diagrams, policies, configurations, and procedures.
- Implementation of security advisories and directives issued by IRFC, CERT-In, RBI, Government authorities, NIC, or any statutory/regulatory body.
- Timely remediation of identified vulnerabilities and implementation of security patches/workarounds.
- Compliance with Information Security Audit, VA/PT observations, RBI guidelines, and cybersecurity requirements.
- Support for incident response, service restoration, forensic support, containment actions, and recovery during cyber-security incidents.
- Implementing IT security controls and policies as directed by IRFC.
- Providing support for any other cyber-security and information-security-related requirements during the contract period.

8 Patch and Change Management

The selected bidder shall:

- Implement patch management processes for operating systems, applications, databases, network devices, and security solutions.
- Maintain a patch deployment calendar and submit periodic patch compliance reports.
- Implement security patches and updates as recommended by IRFC, CERT-In, RBI, OEMs, NIC, or other statutory authorities.
- Prepare and maintain detailed change records, impact assessments, testing plans, implementation procedures, and rollback plans prior to deployment.
- Obtain necessary approvals from IRFC before carrying out any activity requiring downtime or service disruption.

9 Backup, Restore and Disaster Recovery Management

The selected bidder shall:

- Manage backup and restoration activities in accordance with IRFC's approved Backup and DR Policy.
- Perform daily, weekly, monthly, quarterly, and annual backup operations for applications, databases, operating systems, files, and storage systems.
- Ensure successful backup completion and maintain backup logs and reports.
- Execute restoration activities for data, applications, databases, and systems whenever required.
- Manage installation, upgrades, configuration, troubleshooting, and maintenance of backup solutions deployed at the DR Site.
- Conduct periodic restoration testing and maintain records of test outcomes.
- Conducting quarterly Disaster Recovery drills and prepare drill reports highlighting observations, findings, and corrective actions.

10 Security Audit, Compliance and Hardening

The selected bidder shall:

- Implement hardening measures for servers, operating systems, databases, storage systems, network devices, and security appliances.
- Carry out corrective actions arising from IS Audits, Security Audits, Vulnerability Assessments, Penetration Testing (VAPT), CERT-In advisories, RBI observations, or any statutory compliance reviews.
- Ensure continuous compliance with IRFC's information security framework, policies, standards, and regulatory requirements.
- Provide audit support and required documentation during audit exercises.

11 Incident Management

The selected bidder shall:

- Adhere to IRFC's Incident Management Policy and procedures.
- Record, classify, escalate, track, and resolve incidents within stipulated SLA timelines.
- Assist IRFC in root cause analysis (RCA), corrective actions, and preventive measures.
- Submit incident reports, RCA reports, and closure documentation as required.

12 User Access Review and Access Management Support

The selected bidder shall:

- Assist IRFC in periodic user access reviews and compliance exercises.
- Provide necessary reports, logs, and access-related information as required.
- Support management of user accounts, roles, privileges, and access rights in accordance with IRFC policies and approved authorization procedures.
- Ensure maintenance of audit trails and access records for compliance and audit purposes.

13 General Requirements

In addition to the above, the selected bidder shall:

- Maintain detailed operational, technical, maintenance, incident, replication, backup, security, and audit logs.
- Submit periodic health reports, SLA compliance reports, and infrastructure status reports to IRFC.
- Follow industry-standard ITIL-based service management practices and security best practices.
- Ensure confidentiality, integrity, and availability of IRFC information assets.
- Perform any other DR Site administration and maintenance activity necessary for ensuring uninterrupted business continuity and disaster recovery readiness of IRFC.

Chapter-2

BIDs under Single Packet system through GEM portal are invited from reputed, experienced and financially sound Companies / Firms / Agencies etc., for Annual Maintenance Contract (AMC) and Management of Disaster Recovery (DR) Site hosted at National Data Centre (NDC), Bhubaneswar, Odisha for a period of **Three years (03)** for Indian Railway Finance Corporation Limited, Upper Ground Floor, East Tower, Pragati Vihar, Lodhi Road, New Delhi – 110003 as per schedule: -

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.

Sl. No.	Criteria	Required Supporting Document
1	Self-undertaking letter with supporting Documents Bidder must be Company registered under Indian Companies Act, 1956/2013 with GST and operating for last 5 years as on last date of bid submission.	**Annexure-2 with supporting documents** a) RoC. b) PAN c) GST d) Documentary evidence for operating for last five years.
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 2024, 31st March 2025 & 31st March 2026 based on standalone audited accounts. The audited average annual Turnover of the firm should not be less than Rs. 49 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 – 3)** & upload the same in GeM **(Or)** Copy of **Chartered Accountant letter OR certificate** duly certifying ***Average Annual Turnover*** of the Bidder (three years) for the period 2023-24, 2024-25 & 2025-26 not less than 49 Lakhs of the participating Bidder. **(Or)** Copy of Audited Financial Statement duly signed and stamp by auditor for the period 2023-24, 2024-25 & 2025-26

3	Experience – Technical Eligibility: The bidder should have satisfactorily completed* in the last three previous financial years (2023-24, 2024-25 & 2025-26) and the current financial year (2026-27) up to the date of opening of the tender, **One similar single service contract**** for a minimum of 35% of advertised value of the bid i.e., Rs.12 lakhs *Completed service contract includes on-going service contract subject to payment of bills amounting to at least 35% of the advertised value of the bid. ** Similar Service means "AMC or Operations & Maintenance, Managed Services, or Data Centre Operations, or Disaster Recovery Site Management, or Server Administration, or Storage Administration, or Network Administration or Infrastructure Management Services involving Servers, Storage, Firewall, Switches and associated IT Infrastructure, related to Contract of Handing Large & Critical IT infrastructure in Central/ State Government Organization/ PSUs/ Leading Commercial Organization of India's Data Center / Disaster Recovery Center during the last 3 years i.e. FY - 2023-24, 2024-25 & 2025-26 and the current financial year (2026-27) up to the date of opening of the tender.	**List of organization/clients – Annual Maintenance Contract (AMC) and Management of Disaster Recovery (DR)" to be provided as per (Annexure – 4) with supporting documents as clarified below & upload the same.** Document-A: GeM Contract Orders or Service Orders or Contract agreement or Letter of Award or any similar documents showing award of the work that establish/confirm that the participating bidder received a contract/order during the period from 01.04.2023 to upto the date of tender opening as specified. Document-B: Completion Certificate/Letter (or) Performance Certificate (or) Client Confirmation (or) Satisfactory Performance Certificate/Letter (or) Proof of Invoice Payment receipt (i.e., Invoice along with proof of payment), (or) CRAC (GeM) or any similar document evidencing successful completion/execution of the work which establishes/confirms that the participating bidder successfully completed the contract/order during the period from 01.04.2023 to upto the date of tender opening as specified. **Note :-** Annexure-4 with Supporting Documents such as "One Copy from Document-A & One Copy from Document-B together must support and establish one Complete Order meeting the qualifying contract value as specified i.e., at least one similar single service contract of value **not less than ₹12 lakh**, confirming that the participating bidder received the contract/order during the period from 01.04.2023 to upto the date of Tender Opening and completed the same within the stipulated period."
4	The bidder should provide Manufacture Authorization Certificate (MAF) for the bid from Dell & Fortinet.	MAF to be provided and uploaded in GEM portal.
5	The bidder should possess valid ISO/IEC 20000 certification in the field of IT support operations as on bid publish date. The bidder should have been assessed for a Capability Maturity Model Integration (CMMi) Level 3 & above. The assessment should be valid on last date of bid submission.	Documentary proof to be submitted in support.
6	The Bidder should have employed at least 50 experienced IT professionals in the field of IT infrastructure support as on last date of bid submission.	Bidder should submit the self-certified copy as per Annexure-5 by the authorized signatory consisting employee name, designation, total experience, area of expertise, skill or certification.

7	The Bidder should not be blacklisted by any Central/state Government, Ministry or Agency for breach of Contractual Conditions as on last date of bid submission. The Bidder should also not be entangled in any legal disputes with any Govt. / PSU body.	Bidder should submit Self declaration that the Bidder is not black listed and is not in any legal disputes as on last date of bid submission Self-Declaration Certificate to be enclosed in the bid duly signed by the authorized signatory on its company letter head. Annexure-6
8	The bidder must have a support office located in Delhi/NCR with a help desk facility in their office.	Self-Undertaking (Office Presence within Delhi NCR) **(Annexure-7)** **(or)** Provide any one copy of proof of Incorporation certificate or proprietorship or Electricity Bill or registration deed etc., for establishing the same.
9.	BID Security Declaration in Lieu of EMD	Please provide (Annexure-8) in lieu of EMD. (Bidders claiming exemption from submission of EMD in accordance with the applicable provisions of the GeM GTC shall, submit the requisite documentary proof of such exemption as specified under the GeM GTC. Such bidders shall not be required to submit Annexure-8.)

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 submitted by bidder in response to clarification should be 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.**

Other Terms and conditions:

1. **Project Schedule:**

The total project schedule shall begin within 15 days from the date of Purchase Order (Letter of Award covering with GEM Contract order) which including taking over AMC services from existing vendor alongwith physical verification of all components at site. The first-time travel and other cost for physical verification etc. will not be reimbursed by IRFC, however, for subsequent visits, if any, as per IRFC requirement, will be reimbursed on actual basis as per IRFC E-1 Level officer with flight tickets.

2. **Contract Period:**

The contract period will be for a period of **three (03) years** from the date of taking over the system.

3. **Payment Terms:**

The payment terms shall be **quarterly** after rendering the services.

a) No advance payment shall be made to the Service Provider under this contract.
b) IRFC shall endeavor to make payment within 45 (forty-five) days from the date of receipt and acceptance of complete and correct invoices, subject to fulfilment of all contractual requirements
c) All payments shall be made through electronic bank transfer only (NEFT/RTGS). No cash or cheque payments shall be made under any circumstances.

Note : Any applicable penalties, fines, or Liquidated Damages (LD) shall be duly recovered and adjusted before release of payments, including up to the last day of the contract period. The Service Provider shall have no objection to such recoveries. In case of any clarification, doubt, or ambiguity in interpretation of the contract provisions, the instructions and decisions of IRFC (IT Department) shall prevail from time to time for the smooth operation of the contract, and the same shall be final & binding on the Service Provider.

4. **Uptime:**

You should ensure an uptime of minimum 99.80% for the entire system failing which a Rebate would be imposed as detailed in 'Service Level Agreement' given below

5. **Service Level Agreement:**

During the support period you have to ensure 99.80% uptime for all the components. The SLA calculation will be done annually for all components and you have to provide rebate on annual advance bills for the availability of service for all components as per the following:

Availability	Rebate
99.80% or above	No rebate
99.80% <Availability>=99.5%	0.5 day equivalent
99.5% <Availability>=99%	1 day equivalent
99% <Availability>=98.5%	3 day equivalent
98.5% <Availability>=98%	5 day equivalent
98% <Availability>=97%	7 day equivalent
Availability less than 97%	9 day equivalent

You will be wholly responsible for maintaining required uptime, any failure in this will be considered as unsatisfactory performance and will lead to terminate the contract.

6. **Liquidated Damages :**

If the Supplier fails to commission and integrate any or all of the equipment and the related services within the time period specified in the Contract, the Purchaser shall without prejudice to its other remedies available under the Contract, deduct from the Contract price as liquidated damages, a sum equivalent to 0.5% (one half of one percent) of the price of the delayed goods or unperformed services for each week or part thereof, of delay until actual delivery or performance, upto a maximum deduction of 10% of Contract price. Once the maximum is reached, the Purchaser may consider termination of the Contract.

7. **Sub-Contracting**

The bidder shall provide direct support to IRFC through his own offices and employees. For this purpose the bidder should submit complete details of his support offices e.g. address, phone no. and name of the engineer who should be necessarily be the employee of the bidder. The uptime is very critical to IRFC and the direct expertise of bidder is required. No sub-contracting for support other than bidder (including OEM and existing application vendors) shall be allowed.

8. **Confidentiality, Security and privacy**

Bidder shall must maintain the security criteria as well privacy and confidentiality of the product and the services. Any violation in this regard may be treated as unsatisfactory service and IRFC reserves the right to terminate the contract.

a. Bidder shall keep confidential and shall not disclose or make available directly or indirectly to any third party all information and material of whatever nature and in whatever medium which is communicated, or becomes available to, or accessible by in the course of this Agreement ("Confidential Information"). Similarly, IRFC should not disclose any information regarding technology, tools and knowledge being used by to anybody outside the scope of the Agreement.

b. Bidder shall acknowledge that the Confidential Information is the valuable property of IRFC and that any disclosure of it could give rise to considerable damage to IRFC and vice – versa.

c. Bidder shall not use or access the Confidential Information for any reason except as is necessary to perform this Agreement.

d. Bidder shall not misuse or share the access privileges which have been given by IRFC during the course of this agreement.

e. Bidder shall not permit any employee to have access to the Confidential Information until such time as that employee, agent shall have entered into a confidentiality agreement with in a form approved by IRFC.

f. Bidder shall immediately notify IRFC of any information which comes to its attention regarding any actual breach of confidentiality, disclosure or unauthorized use of Confidential Information. Shall co-operate with IRFC in any investigation, prosecution, litigation or other action taken by IRFC regarding the subject of any such information.

g. In the event of any actual or alleged breach of confidentiality, disclosure or unauthorized use of Confidential Information by any future, existing or former employee, of Service provider, shall enforce its rights to injunctive or other relief to the fullest extent possible or, if requested by IRFC assign such rights to IRFC. Shall assist IRFC in every way in enforcing those rights.

h. Upon termination or completion of this Agreement, shall deliver to IRFC any Confidential Information in Bidderr possession which is capable of being delivered. Shall delete, erase, or otherwise destroy any Confidential Information contained in computer memory, magnetic, optical, laser,

electronic, or other media in its possession or control which is not capable of delivery to IRFC.

i. Bidder shall maintain the confidentiality of the Confidential Information and protect it from unauthorized access or use. Remote access to IRFC Network, however, shall not be provided to until IRFC approves in writing the method of access as providing suitable access controls security features to prevent unauthorized access. Such consent may be conditional and may be withdrawn at any time at IRFC's discretion.

j. Bidder shall comply with all IRFC security and other procedures and will permit and co-operate with any additional security or other precautions which IRFC may wish to implement in respect of the Services or Supplies provided by under this Agreement.

k. Bidder shall assist in its evaluation, investigation, or implementation of security measures including (but not limited to) providing IRFC with any information which might be relevant to IRFC's assessment of whether it should approve access to the Confidential Information by an employee of Service provider.

l. Within the bounds of its obligations under this Contract, shall take reasonable steps to protect IRFC property, staff and customers from any loss or damage.

m. These provisions are in addition to (and not in substitution for) all security or confidentiality obligations between the parties.

n. Neither party shall publicize the existence of this Agreement or any of its terms or any other matter related to it (including the business relationship between the parties) without first obtaining the written approval of the other party.

o. The provisions of this Clause shall remain in force during contract period as well as after the expiry or termination of the contract.

9. Security Deposit / Performance Security from successful Bidder :-

The successful bidder shall submit a **Performance Security/Security Deposit equivalent to 5% (Five percent) of the Total Contract Value** within **30 days** from the date of award of the GeM Contract Order (i.e., acceptance of Letter of Award or GeM Contract). The Performance Security shall remain valid for the **contract period of 36 months plus an additional 2 months for claim period**, or as may be specified by IRFC.

The Performance Security/Security Deposit shall be furnished in any of the following forms:

9.1 Demand Draft (DD) issued by a Scheduled Bank/Public Financial Institution in favour of *Indian Railway Finance Corporation Ltd*; **or**

9.2 Unconditional and irrevocable Bank Guarantee issued by a Scheduled Commercial Bank with lien in favour of 'Indian Railway Finance Corporation Ltd'; **or**

9.3 Banker's Cheque/FDR in favour of *Indian Railway Finance Corporation Ltd*; **or**

9.4 Electronic mode (NEFT/RTGS); **or**

Note :- The successful bidder shall furnish the Performance Security strictly in the manner prescribed by IRFC without any deviation. The lien should be in favour of IRFC. The first preferred mode of Security deposit to IRFC would be NEFT/RTGS online mode (or) unconditional & irrevocable Bank Gaurantee mode only.

a) No payment shall be released until submission of the required Performance Security.

b) Failure to submit the same within the stipulated period may result in **cancellation of the award**, banning, and execution of the work at the bidder's risk and cost.

c) IRFC shall have the right to **appropriate or recover any dues, penalties, or compensation**, including Liquidated Damages, from the Performance Security (security deposit) for failure of the Service Provider to fulfil contractual obligations, without prejudice to other remedies available under the contract or law.

d) In the event of extension or amendment of the contract, the Service Provider shall **extend the validity of the Performance Security** accordingly, as required by IRFC, within the specified time.

e) If the Service Provider fails to maintain satisfactory performance during the contract period, IRFC shall have the right to **terminate the contract for default** and take appropriate action, including encashment of the Performance Security.

f) Subject to satisfactory completion of all contractual obligations, including any pending claims, IRFC shall release the Performance Security **without any interest** after expiry of the contract and claim period. No claim for interest on the Security Deposit/Performance Security shall be entertained by IRFC.

Note: In case of MSE/Start-up bidders, if successful, there is no such relaxation or exemption to them and they shall be required to submit the Performance Security/Security Deposit.

For-feiture 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.

10. Termination:

In addition to the provisions contained in the GeM General Terms and Conditions (GTC), IRFC reserves the right to terminate the contract, in whole or in part, under the following circumstances:

a) Termination for Default:-

In the event of any failure, deficiency, or breach of contractual obligations by the Service Provider, IRFC may issue a written notice of **15 (Fifteen) days** requiring the Service Provider to take corrective action. If the Service Provider fails to remedy such default within the stipulated notice period, IRFC shall have the right to terminate the contract without any further notice.

However, in cases involving **serious misconduct, material breach of contract, repeated breach of contractual obligations/service or any act necessitating immediate discontinuation of services or vacation of IRFC premises**, IRFC reserves the right to terminate the contract forthwith **without issuance of any prior notice**.

b) Termination for Convenience:-

IRFC reserves the right to terminate the contract, in whole or in part, at any time during its currency, **without assigning any reason whatsoever**, including but not limited to administrative exigencies, change in operational requirements, or non-requirement of AMC and DR Site Management Services.

In such cases, IRFC shall provide a notice of **30 (thirty) days** in writing to the Service Provider.

c) Consequences of Termination

Upon termination of the contract, the Service Provider shall ensure orderly discontinuation of services and comply with all directions issued by IRFC during the notice period. IRFC shall be liable to make payment only for the **services actually rendered and duly accepted** up to the effective date of termination. No compensation, loss of profit, or damages shall be payable to the Service Provider on account of such termination.

d) Forfeiture of Security Deposit

In case of termination due to default, non-performance, or breach of contractual obligations by the Service Provider, the **Performance Security/Security Deposit shall be liable to be forfeited**, either wholly or partially, at the discretion of IRFC, without prejudice to any other remedies available under the contract or law.

e) Assessment of Performance

IRFC shall be the sole authority to determine and assess the level and quality of services rendered by the Service Provider. The decision of IRFC regarding satisfactory performance, breach, or default shall be **final, conclusive, and binding** on the Service Provider.

11. Upon expiry or termination, bidder shall provide complete handholding, knowledge transfer, configuration details, credentials, documentation and support to IRFC/new vendor for minimum 30 days without additional cost.

12. **Indemnify:** The Service Provider shall indemnify and keep IRFC indemnified against all losses, damages, claims, liabilities, penalties, interest, costs, expenses, regulatory actions and financial implications arising due to any act, omission, negligence, security breach, unauthorized activity or non-compliance attributable to the Service Provider. Any such amount imposed upon or suffered by IRFC shall be recoverable from the Service Provider and may be adjusted against Performance Security, pending bills or any other sums payable by IRFC to the Service Provider.

    Third party claims.
    Intellectual Property Rights violations.
    Data breach liability.
    Regulatory penalties.
    Cyber incidents.

    The Service Provider shall indemnify, defend, and keep IRFC indemnified against all losses, damages, liabilities, claims, regulatory actions, penalties, interest, and costs (including reasonable legal fees) arising from any act, omission, negligence, security breach, unauthorized activity, or non-compliance by the Service Provider. This indemnity explicitly covers liabilities arising from **third-party claims, Intellectual Property Rights violations, data breach events, cyber incidents, and regulatory penalties**. Any such amount imposed upon or suffered by IRFC shall be recoverable from the Service Provider and may be adjusted against Performance Security, pending bills or any other sums payable by IRFC to the Service Provider.

13. The Service Provider shall maintain adequate professional liability and employee insurance coverage during contract period inclusive of Professional Indemnity Insurance, Cyber Liability Insurance & Workmen Compensation Policy.

14. IRFC or its authorized auditors may inspect records, logs, OEM support agreements and service reports at any time during contract period.

15. **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/Other Terms and Conditions of the Tender document (IRFC ATC).

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 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.

16. **Evaluation Methodology :**

The evaluation of bids shall be carried out in a single packet system on the Government e-Marketplace (GeM) portal. 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.

17. Dispute Resolution Mechanism

a) Amicable Settlement

In the event of any dispute, difference, claim or controversy arising out of or in connection with this Contract, including its interpretation, implementation, performance, non-performance, breach or termination, the Parties shall, in the first instance, endeavor to resolve the same amicably through mutual consultations and negotiations between the authorized representatives of IRFC and the Service Provider. The Parties shall make sincere efforts to reach an amicable settlement within thirty (30) days from the date on which either Party notifies the other Party of the dispute in writing.

b) Escalation to Competent Authority

If the dispute is not resolved through mutual consultations within the aforesaid period, the matter shall be escalated to the Competent Authority of IRFC and the authorized senior representative of the Service Provider for further resolution. The Parties shall continue to perform their respective obligations under the Contract during the pendency of such discussions, unless otherwise directed by IRFC.

c) Arbitration

In the event that the dispute remains unresolved after exhaustion of the amicable settlement process, the same shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and amendments thereof. The arbitration shall be conducted by a Sole Arbitrator mutually appointed by the Parties. In case the Parties fail to mutually agree upon the appointment of the Sole Arbitrator, the Arbitrator shall be appointed in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

The seat and venue of arbitration shall be **New Delhi**.

d) Governing Law and Jurisdiction

This Contract shall be governed by and construed in accordance with the laws of India. Subject to the arbitration clause above, the courts at **New Delhi** shall have exclusive jurisdiction over all matters arising out of or relating to this Contract.

e) Continued Performance

Pending resolution of any dispute, the Service Provider shall continue to provide the Services and perform its obligations under the Contract without interruption, unless otherwise directed by IRFC in writing.

Note :- The dispute resolution mechanism shall be read in conjunction with the prevailing GeM General Terms & Conditions (GTC), General Financial Rules (GFR), Ministry of Finance guidelines, and other Government of India instructions issued from time to time. In the event of any inconsistency, the provisions of GeM Contract and applicable Government guidelines shall prevail.

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, payment terms or related matters etc., during currency of contract period, IRFC (IT Dept) 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

Dell (Server, Storage, Firewall, Switches etc.)			
S.no.	**Hardware**	**Quantity**	**Serial Number**
1	Dell Server PowerEdge R650 Server ProSupport and Next Business Day Onsite Service Reinstate	2	CX9MTX3 DX9MTX3
2	Dell SAN Storage Dell ME5024 Storage Array ProSupport with 4-Hour Onsite Service Variable	1	DX6CVX3
3	Dell Switch S3124 L3 24x	1	F2D9BV3
4	FortiGate Firewall FG-101-F FortiGate-101F Unified Threat Protection (UTP) (IPS, Advanced Malware Protection, Application Control, URL, DNS	1	FG101FTK21029272

Annexure-2

SELF-UNDERTAKING / DECLARATION
(On Bidder's Letter Head)

Date: _____

To,
IRFC

Subject: Declaration regarding Company Registration, GST Registration and Operational Experience

Dear Sir/Madam,

We, **M/s _____**, having our registered office at _____, hereby declare and undertake that:

1. Our firm/company is duly registered under the provisions of the **Indian Companies Act, 1956/2013**.
2. We possess a valid **Permanent Account Number (PAN)** issued by the Income Tax Department.
3. We possess a valid **Goods and Services Tax (GST) Registration**.
4. Our company has been continuously operating and conducting business activities for the last **five (05) years or more as on the last date of bid submission**.
5. In support of the eligibility criteria as per IRFC ATC document (Chapter-2), we have enclosed the following documents:

Sl No	Particulars	Copy Attached (Yes or No)
1	**Certificate of Incorporation / ROC Registration Certificate etc.,**	
2	**PAN Card**	
3	**GST Registration Certificate**	
4	**Documentary evidence establishing operation of the company for the last five years** (such as Incorporation Certificate, Audited Financial Statements, Annual Returns, Work Orders, GST Returns, etc.)	If Yes, Copy to be uploaded in GeM Specify Title of Document :

6. We further certify that all information furnished by us and the documents submitted in support of this undertaking are true, correct and authentic to the best of our knowledge and belief.
7. In the event any information furnished by us is found to be false, incorrect, misleading, or fabricated at any stage, we understand that our bid shall be liable for rejection and appropriate action may be taken by the purchaser as per applicable rules and tender conditions.

This undertaking is submitted for the purpose of meeting the eligibility criteria of the tender.

For and on behalf of **M/s _____**

Signature: _____
Name: _____
Designation: _____
Mobile No :

Annexure-3

Bidders' Audited Annual Turnover in the Last Three (3) Years as required under Financial Turnover-Technical Eligibility Criteria of Chapter-2

1. Name of the Bidder:

2. Address of Bidder:

3. Financial Turnover:

S.No.	Year	Annual Turnover (Rs. in Crore)	Remarks (if any)
i	2023-24		
ii	2024-25		
iii	2025-26		
Annual Average Turnover			

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

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

Annexure- 4

List of organization- Annual Maintenance Contract (AMC) and Management of Disaster Recovery (DR)

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

Past experience of '**Annual Maintenance Contract (AMC) and Management of Disaster Recovery (DR) during** the period of Three Years (**1st April 2023 to 31st March 2026 and upto the Date of Tender Opening)** 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 works costing not less than the amount equal to 35% of advertised Value of the tender i.e. **Rs. 12 Lakhs**							

Above mentioned work/service Order & its completion is attached herewith.

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

Signature of Authorized Signatory (With Official Seal)

Name :

Designation :

Date :

Place

ANNEXURE 5

EMPLOYED IT PROFESSIONALS' DETAILS

Subject: Declaration regarding deployment of experienced IT Professionals

We hereby certify that M/s. _____has employed 50 or more experienced IT Professionals in the field of IT Infrastructure Support as on the last date of bid submission.

The details of the IT professionals employed by our organization are as under:

Sl. No.	Employee Name	Designation	Total Experience (Years)	Area of Expertise	Skill/Certification
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					

Sl. No.	Employee Name	Designation	Total Experience (Years)	Area of Expertise	Skill/Certification
24					
25					
26					
27					
28					
29					
30					
31					
32					
33					
34					
35					
36					
37					
38					
39					
40					
41					
42					
43					
44					
45					
46					
47					
48					
49					
50					

Declaration

We hereby declare that the above information is true and correct to the best of our knowledge and belief. The employees mentioned above are currently associated with our organization and possess experience

in IT Infrastructure Support Services. Supporting records can be furnished for verification whenever required by the IRFC.

We hereby certify that the information furnished by us in this bid is true, complete, and correct. Any information found to be false, incorrect, misleading, or misrepresented at any stage may render our bid liable for rejection or, if awarded, termination of the contract and such other actions as deemed fit by IRFC.

For M/s. _____
Authorized Signatory: _____
Name: _____
Designation: _____
Mobile No.: _____

Annexure-6

SELF-DECLARATION REGARDING BLACKLISTING AND LEGAL DISPUTES

(To be submitted on the Company Letter Head)

Date: _____

To,
IRFC

Sub: Declaration regarding Blacklisting and Legal Disputes

Tender No.: _____

Dear Sir/Madam,

I, the undersigned, being the Authorized Signatory of **M/s._____**, having its registered office at _____, do hereby solemnly affirm and declare as under:

1. That our firm **M/s. _____**has **not been blacklisted, banned, debarred, suspended, or otherwise restricted** by any Central Government Department, State Government Department, Ministry, Public Sector Undertaking (PSU), Autonomous Body, Statutory Body, or any Government Agency as on the last date of bid submission.
2. That our firm is not involved in any legal dispute, litigation, arbitration, or court case with any Government Department, Ministry, PSU, Autonomous Body, Statutory Body, or Government Agency that would affect our eligibility for participation in the subject tender as on the last date of bid submission.
3. We further declare that the information furnished in this declaration is true and correct to the best of our knowledge and belief. In case any information furnished herein is found to be false, misleading, or incorrect at any stage, the IRFC shall have the right to reject our bid, cancel the contract, and take any other action as deemed fit.

This declaration is submitted for the purpose of participating in the above-mentioned tender.

Yours faithfully,
For **M/s. _____**

Authorized Signatory
Name: _____
Designation: _____
Mobile No.: _____
Company Seal

Annexure-7

To,
IRFC
New Delhi

Date:

Subject: Self-Undertaking Regarding Registered/Branch Office within Delhi NCR

Dear Sir/Madam,

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

a) That our firm/agency/company has a registered office / branch 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.,	
HO or Registered Office Address or Branch 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-8

Format of Bid Security Declaration In lieu of Earnest Money Deposit (EMD) / Bid Security

GeM Tender (BID) No.: _____

Name of Work: Annual Maintenance Contract (AMC) and Management of Disaster Recovery (DR) Site hosted at National Data Centre (NDC)

I/We, the undersigned authorized signatory of **M/s** _____ , participating in the above-mentioned tender, hereby declare and undertake that: In the event that:

1. I/We withdraw, modify, impair, or derogate from our bid during the period of bid validity; or
2. I/We commit any breach of the tender conditions or contractual obligations that would otherwise attract forfeiture of Earnest Money Deposit (EMD); or
3. Upon acceptance of our bid, I/We fail or refuse to:
    - furnish the required Performance Security within the stipulated period;
    - submit original documents for verification, if required; or
    - sign/accept and execute the contract as per the tender conditions,

then **Indian Railway Finance Corporation Ltd. (IRFC)** shall be entitled to take action against us, including suspension/debarment from participation in future tenders of IRFC for the period prescribed under the Incident Management Policy of GeM, as applicable.

I/We hereby unconditionally accept the above provisions and acknowledge that this Bid Security Declaration is submitted in lieu of EMD.

Signature of Authorized Signatory: _____
Name: _____
Designation: _____
For and on behalf of M/s: _____
Date: _____
(STAMP or Office Seal)