बिड संख्या/Bid Number: GEM/2026/B/8201955
दिनांक /Dated: 30-10-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	20-11-2026 19:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	21-11-2026 19:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	60 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Railways
विभाग का नाम/Department Name	Railways Public Sector Undertakings
संगठन का नाम/Organisation Name	Indian Railway Finance Corporation Limited
कार्यालय का नाम/Office Name	New Delhi
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	Internet Bandwidth and Replication Service - Internet Leased Line; Goverment Service provider, Private Service provider; Class A, Unified; National long Distance (NLD); 1024 , Internet Bandwidth and Replication Service - Internet Leased Line; Goverment Service provider, Private Service provider; NA; National long Distance (NLD); As per IRFC Document
अनुबंध अवधि /Contract Period	3 Year(s)
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover	Yes | Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	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
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / **Minimum number of bids required to disable automatic bid extension**	2
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / **Number of days for which Bid would be auto-extended**	5
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / **Number of Auto Extension count**	2
बिड से रिवर्स नीलामी सक्रिय किया/**Bid to RA enabled**	No
क्रेता के लिए उपलब्ध आईटीसी/**ITC available to buyer**	Yes
बिड का प्रकार/**Type of Bid**	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /**Time allowed for Technical Clarifications during technical evaluation**	2 Days
Payment Timelines	Payments shall be made to the Seller within **45** days of issue of service delivery acceptance certificate (SDAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
मूल्यांकन पद्धति/**Evaluation Method**	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / **Financial Document Indicating Price Breakup Required**	Yes

ईएमडी विवरण/EMD Detail

एडवाईजरी बैंक/Advisory Bank	ICICI
ईएमडी राशि/EMD Amount	30000

ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be

in favour of Beneficiary, wherever it is applicable.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :
IRFC
Lodhi Road, Indian Railway Finance Corporation Limited, Ministry of Railways
(Indian Railway Finance Corporation Ltd)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

ट्रेड्स भुगतान संबंधी विवरण/TReDS Payment Details

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

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

Detailed Scope of Service:1793366724.pdf

Internet Bandwidth And Replication Service - Internet Leased Line; Goverment Service Provider, Private Service Provider; Class A, Unified; National Long Distance (NLD); 1024 (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Service	Internet Leased Line
Types of Service providers	Goverment Service provider , Private Service provider

विवरण/ Specification	मूल्य/ Values
License of Internet lease line (ILL)	Class A , Unified
License of Lease Line (LL/PP)	National long Distance (NLD)
Bandwidth Capacity (In Mbps)	1024
DDOS with Internet Lease line Services	Yes
Latency within India	Less than 60 ms
Latency outside India	Less than 180 ms
Packet Drop (In percentage)	less than 1
Type of Media	Fibre
Link Type(Manageabilty)	Managed
Static IP required (For ILL)	16
Router/ Networking Accessories	Provided by Seller
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 Links	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	• Number of months for which service is required : 1

Internet Bandwidth And Replication Service - Internet Leased Line; Goverment Service Provider, Private Service Provider; Class A, Unified; National Long Distance

(NLD); 1024 (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Service	Internet Leased Line
Types of Service providers	Goverment Service provider , Private Service provider
License of Internet lease line (ILL)	Class A , Unified
License of Lease Line (LL/PP)	National long Distance (NLD)
Bandwidth Capacity (In Mbps)	1024
DDOS with Internet Lease line Services	Yes
Latency within India	Less than 60 ms
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Packet Drop (In percentage)	less than 1
Type of Media	Fibre
Link Type(Manageabilty)	Managed
Static IP required (For ILL)	16
Router/ Networking Accessories	Provided by Seller
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 Links	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	• Number of months for which service is required : 36

Internet Bandwidth And Replication Service - Internet Leased Line; Goverment Service Provider, Private Service Provider; NA; National Long Distance (NLD); As Per IRFC Document (300)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Service	Internet Leased Line
Types of Service providers	Goverment Service provider , Private Service provider
License of Internet lease line (ILL)	NA
License of Lease Line (LL/PP)	National long Distance (NLD)
Bandwidth Capacity (In Mbps)	As per IRFC Document
DDOS with Internet Lease line Services	NO
Latency within India	As per IRFC Document
Latency outside India	Less than 180 ms
Packet Drop (In percentage)	As per IRFC Document
Type of Media	Fibre
Link Type(Manageabilty)	Managed
Static IP required (For ILL)	As per IRFC Document
Router/ Networking Accessories	Provided by Seller
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 Links	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	300	• Number of months for which service is required : 36

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

1. **Forms of EMD and PBG**

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

   Indian Railway Finance Corporation Ltd
   Account No.
   054805000358
   IFSC Code
   ICIC0000548
   Bank Name
   ICICI BANK
   Branch address
   NBCC PLACE NEW DELHI
   .
   Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

2. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

3. **Buyer Added Bid Specific ATC**

   Buyer Added text based ATC clauses

1. Please read carefully IRFC ATC for compliance thereof.

2. Please upload & comply Technical requirements as mentioned in IRFC ATC attached docum ent, for technical evaluation thereof.

3. **Delivery Address (Site/Consignee Location):**

Indian Railway Finance Corporation Limited.

5th & 6th Floor,

RLDA BHAWAN.

Near Safdarjung Railway Station

(Behind Leela Palace Hotel)

New Delhi - 110021

4. Earnest Money Deposit of Rs.30,000/- to be provided & deposited in IRFC Bank Account through Online Mode by participating Bidders unless exempted as per GEM GTC. If Bidders cl aim exemption as per GEM GTC, then supporting document need to be provided.

IRFC Bank Account Details :

IRFC Bank Account	
Name of Account	INDIAN RAILWAY FINANCE CORPORATI ON LTD
Name of Bank & Br anch	ICICI Bank and NBCC New Delhi
Account Number	054805000358
IFSC Code	ICIC0000548
Account Type	CAA

5. Selected Bidder required to provide **Security Deposit 5% of Contract Value** to IRFC in th e form of NEFT online mode (or) Irrevocable & unconditional Bank guarantee in favour of IRF C, Demand Draft etc., as desired & prescribed by IRFC.

6. **Financial BID :**

Bidders are advised to quote their rates on the GeM Portal carefully and logically, strictly in accordance with the Price Break-up Format, Scope of Work, Technical Specifications, a nd Service Provider Obligations specified in the tender document. All required details sha ll be filled in accurately and completely at the financial bid stage. Bidders shall carefully r ead and understand all General Terms & Conditions and other provisions of the IRFC ATC before submitting their financial bid.

(Price Break-up Format)

Sl No	Details	Number of Links (**Qty**)	**Cost of Service** (Per Bandwith Capacity per Link per Month) [Incl of GST]	**Duration** (Number of Months for which service is required)	**Total (Incl of GST)**
		"A"	**"B"**	**"C"**	**= A x B x C**
1	One-Time Installation Charges (OTC) for 1 Gbps (1:1) Internet Leased Line (ILL) Connectivity, DDoS Protection Service and SIP Channels	1		1	
2	Annual Recurring Charges for 1 Gbps (1:1) Internet Leased Line (ILL) Connectivity alognwith DDoS Protection Service, capable of mitigating attacks up to 10× the subscribed bandwidth (i.e. up to 10 Gbps)	1		36	
3	300 DIDs (Direct Inward Dialling)	300		36	
			Total Amount incl of GST		
In Words					

Note-1 :

- Initially the order will be placed for 100 DIDs, the order for additional DIDs will b

e placed as per requirement of IRFC and the billing will be done on pro-rata basis/ unit rate of DID.

7. The GeM Service Level Agreement (SLA) and GeM General Terms & Conditions (GTC), wher ever applicable, shall form an integral part of the Contract. In the event of any ambiguity, inc onsistency, conflict, interpretation issue, or overriding effect, IRFC (Administration/IT) shall h ave the right to take appropriate decisions, and such decisions shall be final and binding on t he parties from time to time

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

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

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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---

Tender for Procurement of One GBPS Internet Lease Line (1:1) and SIP TRUNK (300 DIDs) for a period of three years

Indian Railway Finance Corporation (IRFC) is a dedicated financing arm of the Indian Railways for mobilizing funds from domestic as well as overseas Capital Markets. IRFC is a Navratna Public Sector Enterprise under the administrative control of the Ministry of Railways, Govt. of India. It is also registered as Systemically Important Non–Deposit taking Non-Banking Financial Company (NBFC – ND-SI) and Infrastructure Finance Company (NBFC- IFC) with Reserve Bank of India (RBI).

IRFC seeks to engage Service Provider for providing internet lease line alongwith SIP Trunk services for cloud telephony services.

1. Technical Requirements before Financial evaluation :-

Sl. No.	Criteria	Required Supporting Document
1	The bidder should be a company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto or Partnership firm registered under Indian Partnership Act, 1932 and subsequent amendments thereto or an entity registered under LLP Act 2008 and subsequent amendments thereto. Consortium/ Joint Venture in any form not allowed.	Certificate of Incorporation / Memorandum/Articles of Association (MoA/ AoA), Certificate consequent to change of name (if applicable).
2	Bidder/Agency(s) must be Registered with the Income Tax (PAN) and GST Authorities in India with active status.	PAN & GST registration certificate
3	The Bidder must have a minimum of 5 years' experience of holding a valid Class 'A' ISP License and a valid NLD (National Long Distance) License from the Department of Telecommunications.	Valid Class 'A' ISP License & valid NLD License; documentary proof of 5 years' experience.
4	The Bidder must hold a VNO Unified License to provide the SIP Channel/SIP Trunk service in this region.	Valid DoT VNO Unified License.
5	The Bidder should have a minimum average annual turnover of Rs 90 lakh from the last three Financial years i.e. 2023-2024, 2024-25, 2025-26.	a) Copies of Certified audited Balance sheet / Profit & Loss statement. (OR) b) CA Certificate
6	The Bidder must have a positive net-worth in each of the last 3 financial years i.e. 2023-2024, 2024-25, 2025-26	a) Copies of Certified audited Balance sheet / Profit & Loss statement. (OR) b) CA Certificate
7	The Bidder should have successfully executed a minimum of one (01) Purchase Orders/Work Orders for Internet Leased Line (ILL) Connectivity services of 1 Gbps or higher capacity for Central/ State Government Organization/ PSUs/ listed companies in India during the last five financial years and out of	a) Bidder should submit the PO / Work orders which should mentioned name of the client, contact details and address, description of work and certificate of successful completed period alongwith value.

	them at least one order should be of Rs. 21 lakh or above.	b) Work completion certificates duly signed by the authorised signatory from the Client end.
8	The Bidder should have successfully executed a minimum of one (01) Purchase Orders of SIP channels (100 DIDs or more) for Central/ State Government Organization/ PSUs/ listed companies in India during the last five financial years.	a) Bidder should submit the PO / Work orders which should mentioned name of the client, contact details and address, description of work and certificate of successful completed period alongwith value. b) Work completion certificates duly signed by the authorised signatory from the Client end.
9	The Bidder should hold valid ISO 9001, ISO 27001 and ISO 22301 certifications.	Documentary proof to be submitted in support.
10	The Bidder shall not subcontract or permit any other party to perform the defined Scope of Work.	Undertaking on Letterhead.
11	The Bidder must have a fully functional NOC providing 24x7x365 support.	Undertaking on Letterhead.
12	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.
13	The bidder must have a support office located in Delhi/NCR with a help desk facility in their office.	The Bidder should submit a valid address proof in support of local support office
14	The Bidder must have a DDoS Scrubbing Centre. The offered Internet connectivity link shall be DDoS-protected on an always-on basis (mitigation capacity up to 10 Gbps, i.e. 10× the subscribed bandwidth), and all mitigation services shall be provided through the Bidder's own indigenous scrubbing facility.	Declaration on Letterhead along with the location of the DDoS Scrubbing Centre.
15	Earnest Money Deposit (EMD) Online Mode – Submission of Earnest Money Deposit (EMD)	Rs. 30,000 (Rupees Thirty Thousand Only) to be paid in favour of "INDIAN RAILWAY FINANCE CORPORATION LTD" Payable at New Delhi through Online mode only and soft copy may please be uploaded on the E-Tendering Website (GeM portal), wherever applicable. EMD will be non-interest bearing and

		will be released after completion of Tender formalities. Exemption if any shall be governed as per GEM GTC subject to submission of supporting Document.

All documents submitted by the bidder shall be duly signed, stamped, self-attested, legible, and valid as on the date of submission of the bid. Indian Railway Finance Corporation Limited reserves the right to verify the authenticity of the documents submitted by the bidders from the issuing authorities.

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.**

Delivery Address (Site/Consignee Location):

Indian Railway Finance Corporation Limited.
5th & 6th Floor,
RLDA BHAWAN.
Near Safdarjung Railway Station
New Delhi - 110021

Scope of Work

The successful bidder shall provide the following services on a fully managed, end-to-end basis:

1. Internet Leased Line Connectivity

i) The bidder shall undertake the supply, installation, configuration, testing, commissioning, operation and maintenance of an uncompressed, uncontended and symmetrical 1:1 Premium Internet Leased Line of 1 Gbps (1000 Mbps) at the designated IRFC office, in accordance with the prescribed technical specifications.

ii) The Internet Leased Line, including last-mile connectivity, shall maintain a minimum monthly uptime of 99.5%.

iii) The initial bandwidth requirement shall be 1 Gbps (1000 Mbps). IRFC may increase or decrease the bandwidth during the contract period based on operational requirements. Any corresponding adjustment in charges shall be made on a pro-rata basis at the accepted rates.

iv) The last-mile connectivity shall be provided exclusively through Optical Fibre Cable (OFC).

v) The bidder shall provide complete last-mile redundancy through geographically diverse routes using a self-healing optical-fibre ring architecture, ensuring automatic failover and uninterrupted service availability.

vi) The bidder shall provide a minimum pool of 64 static public IP addresses, or such other quantity as may be specified by IRFC at the time of placement of order.

vii) The bidder shall provide its local support contact numbers, helpdesk email address and a comprehensive escalation matrix, including the details of the designated Nodal Officer/Account Manager.

viii) The Internet Leased Line shall be protected through an always-on Distributed Denial of Service (DDoS) protection service, with mitigation capacity of at least 10 Gbps, equivalent to ten times the subscribed bandwidth.

ix) The DDoS mitigation service shall be delivered through the bidder's own indigenous DDoS Scrubbing Centre located within India. The bidder shall disclose the location and relevant details of the Scrubbing Centre in its bid.

x) At the bidder's end, the link shall terminate at the bidder's own Point of Presence (PoP). The last-mile connectivity from the bidder's PoP to the IRFC premises shall be delivered over the bidder's own optical-fibre network using a ring architecture.

xi) The bidder's Internet PoPs shall be suitably integrated with its National Long Distance network to ensure efficient domestic routing, considering that IRFC's systems are primarily accessed by users within India.

xii) The bidder's network shall support IPv6. The bidder shall provide all necessary technical assistance for its implementation whenever required by IRFC.

xiii) The bidder should have the log retention of at least 180 days, stored within India, and should be made available to IRFC on request.

2. SIP Trunk / Enterprise Voice Services

i) The bidder shall undertake the supply, installation, configuration, testing, commissioning, integration, operation and maintenance of a SIP Trunk with 30 concurrent voice channels and provisioning of up to 300 Direct Inward Dialling (DID) numbers.

ii) The SIP Trunk shall be integrated with IRFC's IP-PBX/Unified Communications platform at the designated delivery location.

iii) The SIP Trunk shall support incoming and outgoing calls, CLI presentation, call hunting, DID routing and other standard enterprise telephony features.

iv) The bidder shall ensure availability of the SIP Trunk service on a 24x7x365 basis, with redundant trunk registration and automatic failover arrangements.

v) Initially, IRFC may place an order for a lower number of DIDs, based on its operational requirements. Additional DIDs may be ordered during the contract period at the accepted unit rate and billed on a pro-rata basis.

vi) The bidder shall provide all technical assistance required for configuration, interoperability testing and integration of the SIP Trunk with IRFC's existing telephony and Unified Communications infrastructure.

3. Hardware Provisioning & Maintenance

i) The bidder shall provide the following services at the designated IRFC office on a fully managed basis:

- 1 Gbps uncompressed, uncontended and symmetrical 1:1 Internet Leased Line;
- Always-on DDoS protection service;
- SIP Trunk with the specified concurrent call capacity; and
- Provisioning of up to 300 DID numbers.

ii) The bidder shall be responsible for the complete installation, commissioning, testing, integration, operation and maintenance of the Internet Leased Line, DDoS protection service and SIP Trunk throughout the contract period.

iii) All hardware, software, licences, interfaces and accessories required to establish a fully functional Internet Leased Line and SIP Trunk shall be provided by the bidder at no additional cost to IRFC, unless specifically included as a separate item in the financial bid.

iv) The bidder shall provide all necessary Customer Premises Equipment, including, but not limited to:

- Routers;
- Switches, wherever required;
- Multiplexers;
- Modems;
- Media converters;
- Session border controllers;

- PRI/SIP gateways or media gateways, wherever required;
- Network termination equipment;
- Racks, patch cords and associated cabling; and
- Any other equipment required for successful delivery and termination of the services.

v) The ownership, maintenance, repair, replacement and upkeep of bidder-owned equipment shall remain the sole responsibility of the bidder throughout the contract period.

vi) IRFC shall provide suitable space and electrical power for installation of the bidder's equipment without any charge. The bidder shall clearly specify its space, power, earthing and environmental requirements in the technical bid.

vii) The bidder shall provide last-mile connectivity for both data and voice services and shall remain solely responsible for its availability, maintenance and performance.

viii) The bidder shall ensure proactive monitoring, management and preventive maintenance of the Internet Leased Line, DDoS protection service and SIP Trunk to maintain the prescribed service levels.

ix) The Internet Leased Line shall be terminated at IRFC's LAN. All hardware required up to the point of handover to IRFC's LAN shall be provided, configured and maintained by the bidder.

x) In the event of shifting of IRFC's office, the bidder shall shift and recommission the services at the new location at mutually agreed charges, wherever applicable. If shifting is not technically feasible, IRFC may terminate the affected service by providing one month's prior notice, without levy of any early-termination charges.

4. Service Level Guarantee

The bidder shall ensure to provide the minimum Internet service availability (uptime) of 99.5% on a monthly basis. The Internet service (including burstable bandwidth) will be deemed as available provided all the QoS parameters defined below are required to be met. The DDoS Protection Service and the SIP Trunk service shall likewise maintain a minimum availability of 99.5% on a monthly basis.

Maximum fault restoration time shall be 4 (four) hours from the time of registration of the complaint. The Service Provider shall provide a 24×7 complaint registration facility and shall designate a Nodal Officer/Account Manager for IRFC for escalation and coordination purposes.

Quality of Service (QoS) Parameters — Internet Leased Line:

- Port availability/Uptime: 99.5% calculated on monthly basis
- Packet Loss: shall not exceed 1% on average when tested over 1,000 ICMP ping packets to a mutually agreed test destination
- Round trip latency to various locations across the globe viz. New York, San Jose, London, Singapore shall be < 320 milliseconds
- Round trip latency to various locations within India: < 150 milliseconds

Quality of Service Parameters — DDoS Protection:

- The offered Internet connectivity link shall remain DDoS-protected on an always-on basis for the entire contract period.
- Mitigation capacity: up to 10 Gbps (10× the subscribed bandwidth of 1 Gbps).
- Mitigation shall be provided through the bidder's own, indigenous DDoS Scrubbing Centre located within India.
- Detection and mitigation of volumetric, protocol and application-layer attacks shall commence automatically, with reporting of attack events made available to IRFC.

Quality of Service (QoS) Parameters — SIP Trunk:

- Concurrent call capacity: 30 voice channels.
- DID numbers: 300

Internet/SIP Trunk service unavailability:

Bidder should guarantee an uptime of 99.5% on monthly basis for both the Internet Leased Line and the SIP Trunk services. In case uptime falls below the guaranteed level, IRFC will impose Damages for Service Failure. If the Quality of Service (QoS) parameters as defined above are not met for any duration of time, the link/trunk shall be deemed to be down for such duration and penalty shall be imposed. Damages for failing to maintain the stipulated uptime of 99.5% on monthly basis shall be calculated as under:

Uptime (%) per month	Damages for Service Failure to be deducted from the vendor's invoices
>= 99.5	0
>= 99 and < 99.5	1% of 'x'
>= 98.5 and < 99	2% of 'x'
>= 98 and < 98.5	3% of 'x'
>= 97.5 and < 98	4% of 'x'
>= 97 and < 97.5	5% of 'x'

where 'x' is the total monthly charges payable to vendor. Where the Internet Leased Line and the SIP Trunk are billed separately, the above table shall be applied independently to the monthly. charges of each service.

5. Payment Terms

- One-Time Installation Charges (OTC) for the Internet Leased Line, DDoS Protection Service and SIP Channels shall be payable within one (01) month after successful completion of installation, commissioning and acceptance of the services.
- Annual Recurring Charges (ARC) for the Internet Leased Line, DDoS Protection Service and SIP Channels/DIDs shall be billed on a quarterly postpaid basis over the three (03) Years contract period.

- Payment shall be processed against submission of complete and accurate invoices, supporting service-level reports and other documents stipulated under the Purchase Order/Contract.
- Payment shall be subject to deductions on account of service-level failures, statutory deductions and other recoveries, wherever applicable.
- Applicable taxes, duties and statutory levies shall be payable in accordance with the prevailing laws.

6. Variation in Quantity & Services

IRFC reserves the right to increase or decrease the quantity/services (including the number of SIP channels and/or DIDs and internet bandwidth) mentioned in the Purchase Order/Work Order without assigning any reason whatsoever.

The successful bidder shall comply with such modifications unconditionally, provided that such changes are communicated before completion of the deliveries/services under the Contract.

Any increase or decrease in quantity shall not affect the rates quoted and accepted under the Purchase Order/Contract. However, suitable extension of delivery/completion period for enhanced quantities/services may be granted in consultation with the supplier/service provider.

Payment for the increased/decreased quantity shall be made by Indian Railway Finance Corporation Limited on a pro-rata basis at the accepted contract rates.

7. Contract Period

The successful bidder shall provide Internet Leased Line, DDoS Protection and SIP Trunk Services for a period of three (03) years from the date of successful commissioning and acceptance of the services subject to the terms of the Purchase Order/Contract. However, the period may be extended for two years on the same commercial and terms and conditions, if the performance of the bidder is satisfactory.

IRFC reserves the right to accept or reject any bid in accordance with the terms and conditions of the tender.

8. 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.

9. 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 support engineers 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 service and support shall be allowed.

10. 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 bidder, 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 Bidder 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 bidder.

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.

11. Successful bidder shall submit a Performance Security/PBG equivalent to 5% of contract value valid till 90 days beyond completion of contract period and extension period, if any.

12. SIM/SIP Fraud Liability Clause:
Any toll fraud, SIP abuse, unauthorized call routing, spoofing, hacking incident or telecom misuse attributable to bidder infrastructure shall be sole responsibility of Service Provider and no financial liability shall accrue upon IRFC

13. Backup Connectivity Requirement
ISP shall provide connectivity through geographically diverse routes with separate upstream paths. Both routes shall not share common single point of failure.

14. Link Utilization & Monitoring

Service Provider shall provide an online monitoring portal/dashboard enabling IRFC to view:

- Real-time bandwidth utilization
- Availability reports
- Incident history
- DDoS events
- Monthly SLA performance

15. Audit Rights

IRFC or its nominated representatives shall have the right to conduct technical, service, cyber-security and SLA compliance audits during contract period.

16. Business Continuity Clause

Service Provider shall maintain Business Continuity Plan (BCP) and Disaster Recovery (DR) arrangements throughout the contract period and provide documentary evidence whenever sought by IRFC.

17. Exit Management Clause

Upon expiry or termination of contract, Service Provider shall provide transition support for up to 90 days without adversely impacting IRFC operations.

18. Termination Clause :- IRFC may terminate contract by giving 30 days' notice in case of:

- Security breach
- Insolvency/bankruptcy
- Blacklisting by Government agency
- Repeated SLA violation
- Non-compliance with regulatory requirements
- Submission of false information

19. Risk & Cost Procurement

In the event of failure of the Service Provider to perform the contractual obligations, IRFC reserves the right to procure services from alternative sources at the risk and cost of the Service Provider. Any additional expenditure incurred by IRFC shall be recoverable from the Service Provider.

20. Contract extension clause :

Extension shall be at sole discretion of IRFC and not confer any right on bidder.

21. Financial BID :

Bidders are advised to quote their rates on the GeM Portal carefully and logically, strictly in accordance with the Price Break-up Format, Scope of Work, Technical Specifications, and Service Provider Obligations specified in the tender document. All required details shall be filled in accurately and completely at the financial bid stage. Bidders shall carefully read and understand all General Terms & Conditions and other provisions of the IRFC ATC before submitting their financial bid.

(Price Break-up Format)

Sl No	Details	Number of Links (**Qty**)	**Cost of Service** (Per Bandwith Capacity per Link per Month) [Incl of GST]	**Duration** (Number of Months for which service is required)	**Total (Incl of GST)**
		"A"	**"B"**	**"C"**	**= A x B x C**
1	One-Time Installation Charges (OTC) for 1 Gbps (1:1) Internet Leased Line (ILL) Connectivity, DDoS Protection Service and SIP Channels	1		1	
2	Annual Recurring Charges for 1 Gbps (1:1) Internet Leased Line (ILL) Connectivity alognwith DDoS Protection Service, capable of mitigating attacks up to 10× the subscribed bandwidth (i.e. up to 10 Gbps)	1		36	
3	300 DIDs (Direct Inward Dialling)	300		36	
				Total Amount incl of GST	
In Words					

Note-1 :

- Initially the order will be placed for 100 DIDs, the order for additional DIDs will be placed as per requirement of IRFC and the billing will be done on pro-rata basis/unit rate of DID.

Note-2 :

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.

22. Financial Evaluation :

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.

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.**