

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. Of India Enterprise- Mini Ratna)
CORRIGENDUM/ADDENDUM

**Sub: Corrigendum no. 01 in E-Tender No. 2024/IRCTC/CO/SER/ST/AMC/HPE Hardware,
for Annual Maintenance Contract (AMC) Services for HPE Hardware.**

In the subject Bid, the last date of Bid submission has been extended as per the following;

SN.	Particulars	Existing Date and Time	Revised Date and Time
1	Last Date and Time for Submission of Bid	18.03.2025 before 12:00 Hrs.	21.03.2025 before 12.00 Hrs.
2	Date and Time for Opening of Bid	18.03.2025 at 12:30 Hrs.	21.03.2025 at 12.30 Hrs.

Bidders are advised to please note and may submit their quote accordingly.


DGM/IT/Proc.
IRCTC/CO





INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

**E-Single Tender Document for Annual Maintenance Contract (AMC) Services for
HPE Hardware**

1. Single Tender through online mode is invited for the below mentioned procurement.
2. The complete tender document can be viewed and downloaded only from the website (www.tenderwizard.com/IRCTC) till last date and time of Submission of tender. The offer should be submitted through e-tendering mode only on www.tenderwizard.com/IRCTC containing one e-bid viz. Financial Bid till last date and time of Submission of tender.
3. Complete tender papers, duly accompanied with details of EMD (if any) and documents mentioned in this tender documents (if any) duly signed shall be received online as per date and time mentioned below. Tender shall be opened online through E-Tendering system. If the bidder does not submit the EMD amount (if any) as specified in the Tender Document, the tender shall not be considered.

S. No.	Particulars	Details
1	Tender Number	2024/IRCTC/CO/SER/ST/AMC/HPE Hardware
2	Type of Tender	Single Tender
3	EMD	Nil (Single Tender through OEM)
4	Last Date and Time for Submission of Bid	Latest by 18.03.2025 before 12:00 Hrs.
5	Date and Time for Opening of Bid	On 18.03.2025 before 12:30 Hrs.
6	Address for correspondence	Group General Manager/Services, 3 rd Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi – 110029
7	Web Address for Participation in the Tender	www.tenderwizard.com/IRCTC

4. This Notice Inviting E-Tender is also available at CPPP & www.irctc.com .
5. Micro & Small Enterprise registered with NSIC or other bodies are exempted from submission of EMD as per Public Procurement Policy order 2012 subject to submission of valid NSIC certificate or other bodies as approved by the Ministry of MSME.
6. Corrigendum/Addendum to this Tender, if any, will be published on websites www.irctc.com, www.tenderwizard.com/IRCTC only, Newspaper/press advertisement shall not be issued for the same.
7. For any difficulty in downloading & submission of tender document at website www.tenderwizard.com/IRCTC, please contact tenderwizard.com helpdesk at no. 080-45811365; 080-45982100 or cell no. +91- 8800115628/ +91- 8800107755.
8. IRCTC reserves the right to reject any or all the tenders without assigning any reason thereof.



Disclaimer

The information contained in this Tender document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of IRCTC, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This Tender document is not an agreement and is not an offer or invitation by IRCTC to any parties other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this tender is to provide the bidder(s) with information to assist the formulation of their proposals. This tender does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender and where necessary obtain independent advice. IRCTC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this tender. IRCTC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender.



Annual Maintenance Contract Services (AMC) for HPE Hardware

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BID DOCUMENT PART-I (SCC)

SPECIAL CONDITIONS OF CONTRACT (SCC)

The Special Conditions of Contract (SCC) as laid down in Bid Document Part-I override the terms laid down in the GCC (Bid Document Part-II). All terms and conditions not specifically mentioned in the SCC shall be as laid down in the GCC.

Scope of Work, Instruction to bidder and Special Conditions of Contract (SCC)

1. BACKGROUND

Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a Mini Ratna (Category-I) Central Public Sector Enterprise under Ministry of Railways, Government of India. IRCTC was incorporated on 27th September, 1999 as an extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations and to promote domestic and international tourism through development of budget hotels, special tour packages, information & commercial publicity and global reservation systems.

2. OBJECTIVE

The objective of this Request for Proposal is to procure the comprehensive Annual Maintenance Contract (AMC) Services directly from OEM M/s Hewlett Packard Enterprise India Pvt. Ltd (hereafter referred as 'HPE' in this RFP) for HPE Make Hardware SAN Switches and Tape Library.

3. SCOPE OF WORK (SOW)

As part of scope of work, HPE shall carry out the following activities during the AMC contract period:

- a) HPE shall provide Comprehensive Annual Maintenance Contract (AMC) services for HPE hardware with **24/7** (essential) support. Details of hardware items and AMC period are given in table below.

S No	Serial #	Item Type	Product	Product ID	AMC Start Date	AMC End Date	AMC Days
1	DEC112036P	Tape Library	HPE MSL2024 0-Drive Tape Library	AK379A	05.10.2024	04.10.2027	1095
2	2M551200GU	SAN Switch	HPE SN6010C 12-port 16Gb FC Switch	K2Q16A	05.10.2024	04.10.2027	1095
4	2M55130029	SAN Switch	HPE SN6010C 12-port 16Gb FC Switch	K2Q16A	05.10.2024	04.10.2027	1095

- b) AMC Services of items specified above shall be delivered at the locations specified under clause 'Service Delivery Address'
- c) The AMC Support shall be as per **24/7** (essential) **Support Program** of HPE for all above mentioned hardware items.
- d) HPE shall provide comprehensive AMC Services with full replacement of all defective/degraded hardware components and shall ensure guaranteed delivery and replacement of spare parts as per Service Levels. IRCTC shall not procure or maintain any spares at its end. HPE shall arrange its own tools and test equipment for the AMC Services



Annual Maintenance Contract Services (AMC) for HPE Hardware

- e) HPE shall provide provision for IRCTC to log complaints / open support cases directly to HPE through Phone/Email/Web depending on the criticality and nature of the incident/problem.
- f) HPE shall provide contact details of Help Desk/Customer Technical Support Center for logging and follow up of support cases 24/7 basis. HPE shall also provide escalation mechanism with complete contact details.
- g) HPE shall provide required OEM technical support and OEM resources onsite, as and when required by IRCTC, for hardware troubleshooting and replacement, configuration changes including firmware update/upgrade, and performance tuning etc.
- h) In case of an incident/failure/problem with the items in scope, a detailed report shall be submitted by HPE to IRCTC, including root cause analysis (RCA) and recommendations with an objective to prevent recurrence of such incident/failure/problem in future.
- i) Before conducting any patch/firmware upgrade activity or replacement of faulty components, HPE shall inform IRCTC on any pre-requisite required at IRCTC end to avoid services impact or loss of data.
- j) HPE shall submit the Support Agreement (SAID) to IRCTC as a proof of AMC Services before submission of first invoice.

4. INSTRUCTION TO BIDDERS

4.1 One Packet System

The tender is a Single Packet Tender.

4.2 Contents of the Bid

Bidder shall submit all the documents specified in **Annexure-I**. All documents should be as per format wherever prescribed and duly signed and stamped by the authorized signatory of Bidder.

4.3 Earnest Money Deposit

The bidder is exempted from submission of EMD being a Single Tender case directly through OEM or their Authorized Channel Partner, however, bidder shall submit the declaration against EMD exemption as per format prescribed in “**Annexure-V**”.

4.4 Language of Proposals

The proposal and all correspondence and documents shall be written in English.

4.5 NDA - Non Disclosure Agreement

HPE shall sign a Non-Disclosure Agreement (NDA) with IRCTC within 2 weeks from the date of acceptance of work order. For the purpose of NDA, any information shared by CRIS in the capacity of ‘IRCTC’s associated partner’ with the successful bidder shall be considered as shared by IRCTC. The format of the NDA is given in **Annexure-VI**

4.6 Signing of Agreement

- HPE shall be required to enter into a Service Agreement with IRCTC within 15 days of the award of purchase order or within such extended period as may be specified by IRCTC. The format of the contract is given in **Annexure-VII**
- IRCTC will also sign the Standard HPE T&C Condition document.

4.7 Performance Security Deposit

- a) Bidder shall deposit an amount equivalent to 5% (Five Percent) of the total contract value through Demand Draft/Performance Bank Guarantee/NEFT/RTGS issued by nationalized/scheduled commercial bank in favor of ‘**Indian Railway Catering and Tourism Corporation Ltd**’ payable



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at New Delhi, as Security Deposit within 2-weeks from the date of award of work order by IRCTC. Performa of PBG is given as **Annexure – VIII**.

Note: In case of PBG submission by the vendor, the validity of the PBG shall for a period of 39 months (contract duration + 3 months)

- b) Security deposit shall be refunded at the end of contract, provided the bidder has satisfactorily provided all the services in accordance with the conditions of contract or after deducting the service level penalties by IRCTC, if any. No Interest shall be paid on the Security Deposit.
- c) IRCTC reserves the right to forfeit the Security Deposit amount, completely, partially or to an extent as decided by IRCTC in the event of failure to execute the work within reasonable time period, or timely payments due to IRCTC and may debar the bidder for period of one year depending on the extent of failure.

4.8 Benefits to Registered SSI/MSEs firms (If Applicable)

- a) Ministry of Micro, Small and Medium Enterprises vide letter no. 21(1)2011-MA dated 25.04.2012 and Public Procurement Policy for MSEs Order, 2018 has been notified under section 11 of MSMED Act, 2006. The policy is effective from 1st April 2019 (Gazette notification of 9-Nov-2018). As per the Public Procurement policy for Micro and Small Enterprises (MSEs) whereby the Small Scale Units (SSI)/Micro and Small Enterprises (MSEs) can avail the following benefits if registered with (i) District Industries Centers or (ii) Khadi and Village Industries Commission or (iii) Khadi and Village Industries Board or (iv) Coir Board or (v) National Small Industries Corporation or (vi) Directorate of Handicraft and Handloom or (vii) Udyog Aadhaar Memorandum or any other body specified by Ministry of Micro, Small and Medium Enterprises.
 - i. Issue of E-Tender form free of cost
 - ii. Exemption from payment of Earnest Money
 - iii. Relaxation in prior experience and prior turnover criteria.
- b) These benefits shall be given only if the firm/company annex with bid duly attested copy of a valid SSI/MSME registration certificate and the tendered item is mentioned in its SSI/MSE registration certificate.
- c) The SSI/MSE who are interested in availing themselves of these benefits shall enclose with their offer the proof of their being SSI/MSE registered with any of the agencies mentioned in clause 4.8 (a) above.
- d) The SSI/MSE who have availed the benefit of exemption of earnest money will not be allowed to withdraw their offer during the currency of the validity of offer or extended validity, if any such firm fails to observe this stipulation; the firm will be banned from participation in tenders of IRCTC Ltd for a period of two years.

4.9 Validity of Bids

Bid shall remain valid for 90 days from date of submission mentioned in this document. A bid valid for shorter period is liable to be rejected by IRCTC. The bidders may be required to give consent for the extension of the period of validity of the bid beyond initial **90 days**, if so desired by IRCTC in writing or by e-mail/fax. Refusal to grant such consent would result in rejection of bid without forfeiture of the EMD/bid security. However, any extension of validity of bids will not entitle the bidder to revise/modify the bid amount.

4.10 Disqualification

The proposal is liable to be disqualified in the following cases:



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- a) Proposal not submitted in accordance with this document.
- b) Proposal is received in incomplete form.
- c) Proposal is received after due date and time.
- d) Proposal is not accompanied by all requisite documents
- e) Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.

5. OTHER TERMS AND CONDITIONS

5.1. Consignee

Details of the consignee are given below:

Group General Manager/IT
Indian Railway Catering & Tourism Corporation Limited
2nd Floor, Tower-D,
World Trade Centre, Nauroji Nagar,
New Delhi- 110029

Service Delivery Address:

The AMC Services shall be delivered by HPE on the locations as given below:

#	Hardware Items	Service Delivery Location	IRCTC Representatives
1.	SAN Switches, and Tape Library	RailTel Corporation of India Limited. 143, Institutional Area, Sector-44, Gurugram - 122003, Haryana.	IRCTC DC Team

5.2. Subcontracting

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract.

5.3. Ownership of Deliverables

All the deliverables shall be considered the property of IRCTC.

5.4. Statutory Compliance

During the tenure of this Contract nothing shall be done by vendor in contravention of any law, act and/or rules/regulations, there under or any amendment thereof and shall keep IRCTC indemnified in this regard.

The Vendor shall comply and ensure strict compliance by his/her employees and agents of all applicable Central, State, Municipal and Local laws and Regulations and undertake to indemnify IRCTC from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against IRCTC under Employees Compensation Act, 1923, The Employees Provident Fund and Miscellaneous Provisions Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, Shop and Establishment Act and Labour Laws which would be amended/modified or any new act if it comes in force whatsoever, and all actions claim and demand arising therefrom and/or related thereto.



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6. PERIOD OF CONTRACT

As defined in Scope of Work.

7. TERMINATION FOR CONVENIENCE

IRCTC reserves the right to terminate the contract, **wholly or in part thereof**, at any time during the contract period by giving one-month prior notice in writing through Letter/ Email to M/s Hewlett-Packard Enterprise India Private Limited.

8. SCHEDULE OF RATES

HPE shall submit the cost of AMC, as per scope of work, strictly in the format prescribed in **Annexure-III: Schedule of Rate (SoR)**

9. SLA & PENALTY CLAUSE

- HPE shall provide the AMC Services as per 24/7 (essential) basis for all hardware items covered under scope of this RFP.
- HPE shall ensure that the entire process of logging of support call by IRCTC with HPE Help Desk/Customer Technical Support Center to replacement of faulty hardware by HPE is completed on 24/7 (essential) basis.
- **5%** of the quarterly payment payable to HPE shall be deducted as SLA penalty by IRCTC from quarterly payment for every case of breach of AMC Services as per 24/7 (essential) basis by HPE.
- The total penalty in a quarter for failure to maintain the promised Service Levels shall be subject to a maximum of 10% of the total quarterly charges payable to HPE. In case the total penalty amount exceeds the maximum limit, IRCTC reserves the right to cancel the AMC contract and forfeit the Security Deposit and/or PBG.

10. PAYMENT TERMS

- a) Payments to HPE shall be made by IRCTC on quarterly basis at the end of each quarter on successful delivery of AMC Services after receiving the GST compliant proper Tax Invoices.
- b) Payment for the first quarter shall be made only after submission of following by HPE-
 - Valid PBG (and its verification thereof by IRCTC from issuing bank) and/or Security Deposit, and
 - NDA agreement and Service Support agreement (SAID) containing details of hardware items in scope and the type and period of AMC Services, and
- c) Payments shall be subject to deductions of any amount for which successful bidder is liable to pay penalty as per Service Levels & Penalties For this purpose, SLA reports will be obtained by IRCTC
- d) All payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the applicable laws.
- e) HPE shall ensure to pay GST or any other taxes charged, within stipulated time and to file the return within stipulated time to enable IRCTC to claim input credit.
- f) IRCTC reserves the right to downgrade the support type/SLA of any items and/or remove any items from the scope of AMC Services any time during the service period by giving one-month prior notice. In such case, subsequent quarterly invoices will be submitted by HPE adjusting the value of downgraded support/SLA or removed items.



11. Preference to Make-in-India:

- 11.1. Only 'Class-I local supplier' and 'Class-II local supplier', as defined under the Order No.-P-45021/2/2017-PP (BE-II) dt.4th June 2020 issued by Ministry of Commerce and Industry & reiterated by Railway Board Order No.-2020/RS (G)/779/2 dt.12.06.2020 as read with Order No.-P-45021/2/2017-PP (BE-II) dated September 16, 2020 of Ministry of Commerce and Industry & reiterated by Railway Board Order no.- 2020/RS (G)/779/2/Pt.1 dt.25.09.2020, along with subsequent instructions in this regard which have been issued till closing of this tender, shall be eligible to bid in this tender. OM No.-P-45021/102/2019- BE/II/Part(1)(E-50310) dt 04/03/2021 of Ministry of Commerce and Industries & reiterated by Railway Board Order No.- 2020/RS (G)/779/2-Pt-I dt.17.05.2021 shall also be applicable.
- 11.2. 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, meets the local content requirement of minimum 50%.
- 11.3. 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, meets the local content requirement of minimum 20% but less than that prescribed for 'Class-I Local Supplier'.
- 11.4. 'Non local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than that prescribed for 'Class-II Local Supplier'. Any offer submitted by 'Non local supplier' against this tender shall not be considered and summarily rejected.
- 11.5. The margin of Purchase Preference to 'Class-I local supplier' shall be 20%. 'Class- II local supplier' and 'Non local supplier' shall not be eligible for any Purchase Preference in this tender.

The Subject tender is not divisible in nature and the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non local supplier'. 'Class-II local supplier' will not get any purchase preference.

The procedure for Purchase Preference to be followed in this tender shall be as per Para-3A(c) of the aforesaid Order No. P-45021/2/2017-PP (BE-II) dated September 16, 2020.

Verification of Local Content: The bidders are required to furnish required Certificate as defined in Para-9 of Order No. P-45021/2/2017-PP (BE-II) dated September 16, 2020.

Submission of the requisite Certificate for verification of Local Content is mandatory.

Definitions of various terminologies w.r.t. Public Procurement (Preference to Make in India) Order-2017 shall be as per various Orders issued by Ministry of Commerce and Industry &/or reiterated by Railway Board from time to time.

12. INFORMATION SECURITY

- The bidder shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods/material in physical or electronic form, which are proprietary to or owned by IRCTC, out of the IRCTC premises without prior written permission from IRCTC.
- The bidder shall, upon termination of this agreement for any reason, or upon demand by IRCTC, whichever is earliest, return any and all information provided to the bidder by IRCTC, including any copies or reproductions, both hardcopy and electronic.



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ANNEXURE: I –DOCUMENTS CHECKLIST AND FORMATS

S.No	Item	Reference for format/content to be provide	Submitted (Yes/No)	<u>File Name of each document furnished by the bidder in its bid against the corresponding requirement. (To be filled-in by the bidder)</u>
1.	Tender Application Form, duly filled-in, signed and stamped	Annexure II		
2.	Copy of Certificate of GST Registration	-		
3.	Copy of PAN Card	-		
4.	Support offices of bidder in Delhi /NCR. Documents giving complete details including contact person name, telephone no, address, and staff strength, technology area handle of customer support offices in Delhi/NCR.	-		
5.	Letter from OEM for all the products against the SOR mentioned in Annexure III for Availability of support	Annexure-IV		
6.	Bid security declaration	Annexure-V		
7.	Bidder to submit rates of AMC in SoR format	Annexure-III		
8.	Copy of Complete tender document, signed and stamped on each page by authorized signatory of bidder HPE			



(On Bidder's Company letterhead)

Dated: _____

To,
Group General Manager/Services,
Indian Railway Catering and Tourism Corporation (IRCTC) Ltd
3rd Floor, Tower-D, World Trade Centre, Nauroji Nagar,
New Delhi, Pin- 110029

Sir/Madam,

Subject: Tender for Annual Maintenance Contract (AMC) Services for HPE Hardware.

Reference: Tender no. 2024/IRCTC/CO/SER/ST/AMC/HPE Hardware, Dated

We, M/s..... having read and examined in details all the conditions to tender attached here and hereby agree to abide by the said conditions. We offer to do this work of “**AMC Services for HPE Hardware**” at the rate quoted by us in the bid document and hereby bind ourselves to complete the work in all respects with the service period mentioned in the tender document. We also hereby agree to abide by the **General Conditions of Contract (GCC)** and to carry out the work according to the **Special conditions of Contract (SCC) and specifications** for works as laid down by IRCTC Ltd.

We also agree to keep this tender open for acceptance for a period of **90** (Ninety) days from the date of opening the same.

Until a formal agreement is prepared and executed, the issuance of letter of award shall constitute a binding contract between us as per the terms and conditions of the tender document subject to modification, as may be mutually agreed to between us as indicated in the letter of acceptance of our offer for this work.

Bidder's Details are given as under:

S. No.	Description	To be filled in by bidder
1.	Full name of the Bidder (company):	
2.	Full address, telephone numbers, fax numbers, and email address of the Primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email address or equivalent of the bidder's company.	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	



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5.	Name, designation, full office address, including telephone number(s) and email, of the person who is authorized to submit the bid with his/her signatures.	
6.	Name, designation and full address of the person dealing with the tender, his/her telephone, mobile, Fax and email address	

Witness:

Signature:

Name:

Address:

Date:

Bidder :

Signature

Name of the Authorized Signatory.....

Designation:

Company Seal

Date:



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ANNEXURE: III - SCHEDULE OF RATE (SoR)

Bidder's Name:

Tender Reference: **2024/IRCTC/CO/SER/ST/AMC/HPE Hardware**, Dated

The bidder shall submit the rate schedule of the all the items strictly as per the format mentioned below

AMC Services details.

S No	Serial #	Product	AMC Start Date	AMC End Date	AMC Days	AMC Cost (Year 1)	AMC Cost (Year 2)	AMC Cost (Year 3)
1	DEC112036P	HPE MSL2024 0-Drive Tape Library	05.10.2024	04.10.2027	1095			
2	2M551200GU	HPE SN6010C 12-port 16Gb FC Switch	05.10.2024	04.10.2027	1095			
3	2M55130029	HPE SN6010C 12-port 16Gb FC Switch	05.10.2024	04.10.2027	1095			
Total AMC Cost ₹ (Excluding Taxes)								
GST %								
Total Tax Amount ₹ (GST)								
Total AMC Cost ₹ (Including Taxes)								

*To be filled
Online only
in the Excel
format*

Authorized Signatory:

Signature:

Name:

Designation:

Date:

Note:

- 1) Prices are quoted in Indian Rupees.
- 2) All taxes are specified as per the prevailing rules of Govt. of India.
- 3) Rates have been quoted separately against each item.
- 4) Nothing extra over and above quoted rates will be paid.



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ANNEXURE: IV - LETTER FROM OEM

(Format of Availability of support/spare to be submitted by OEM/bidder with bid)

The Authorization made this ____ day of ____ month ____ year by M/s. _____ (OEM) for tender No. _____ for _____.

M/s. _____ (OEM) intends to bid against the said tender and desires to have maintenance related support. And whereas(OEM) is capable and committed to provide the services in line with their support offerings for successful execution of the contract.

Now, it is hereby agreed to by and between the parties as follows:

M/s. ----- (OEM) shall provide IRCTC details of SLA agreement for which will be in line with Service Levels defined as part of tender. This agreement will be for the full duration of the contract.

M/s. _____ (OEM) undertakes to provide proactive and reactive support and expertise, expert manpower to discharge its support obligations under all conditions.

Bidder:

Signature

Name of the Authorized Signatory.....

Designation:

Company Seal

Date:



(To be submitted by bidder on their letter head)

To,
Group General Manager/Services,
Indian Railway Catering and Tourism Corporation Ltd.
3rd Floor, Tower-D, World Trade Centre, Nauroji Nagar,
New Delhi, Pin- 110029

Subject: Bid Securing Declaration

Reference: Tender no. 2024/IRCTC/CO/SER/ST/AMC/HPE Hardware, Dated

I/we hereby understand and accept that if I/we withdraw or modify my/ our bids during the period of validity, or if I/we are awarded the contract and on being called upon to submit the performance security/ Security Deposit, fail to submit the performance security/ Security Deposit, before the deadline defined in the request for bid document/ Notice Inviting tender, I/we shall be debarred from exemption of submitting Bid Security/ Earnest Money Deposit and performance security/ Security deposit for a period of 6 (six) months, from the date I/we are declared disqualified from exemption from submission of EMD/SD, for all tenders for procurement of goods/works/services/consultancy etc. issued by any unit of IRCTC published during this period.

Bidder:

Signature

Name of the Authorized Signatory.....

Designation:

Company Seal

Date:



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ANNEXURE: VI –CONFIDENTIALITY - CUM - NON DISCLOSURE AGREEMENT (NDA)

(To be submitted on non-judicial stamp paper of Rs.100)

THIS NON-DISCLOSURE AGREEMENT is made on this day (date) of (Year)

By and between

‘Indian Railway Catering and Tourism Corporation Limited’, incorporated under the Companies Act, 1956/2013 and a Public Sector Undertaking (PSU) under Ministry of Railways, having its Corporate Office at 3rd Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi, Pin- 110029 (hereinafter referred to as “**IRCTC**” which expression shall unless repugnant to the context or meaning thereof, includes its successors, administrators and permitted assigns) of the FIRST PART.

And

.....<Name incorporated/registered> under the.....<Name of the Act>having its registered/corporate office at (herein referred to as “**Recipient**” which expression shall unless repugnant to the context or meaning thereof, includes its successors, assigns, administrators, liquidators and receivers) of the SECOND PART.

WHEREAS

- A. Recipient’s services have been hired by IRCTC for “**AMC Support for HPE Hardware**” (Authorized purpose) vide Agreement/Purchase/Work Order No..... dated.....

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

1. Definitions:

- a) The term “Confidential Information” shall include, without limitation, all technical and non-technical information and materials, furnished by IRCTC or any of its associated partners on behalf of IRCTC to the Recipient in connection with IRCTC products and services including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic media, and including all information marked as ‘Confidential’ or ‘Sensitive’ or ‘Proprietary’, customer & prospect lists, personal data of IRCTC employees and its customers, trade secrets, trade names or proposed trade names, methods and procedures of operation, business or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property relating to IRCTC products and services. Results of any information security audits, tests, analysis, extracts or usages carried out by the Recipient in connection with the IRCTC’s products and/or services, IT infrastructure, etc. shall also be considered Confidential Information.
- b) The term “IRCTC products” shall include all such products, goods, services, deliverables, which are subject to deliver, install and/or be maintained by the Recipient under the Agreement.

2. Protection of Confidential Information. Recipient affirms that it shall:

- a) Use the Confidential Information only to the extent necessary to accomplish ‘Authorized purpose’ and in accordance with the terms and conditions contained herein;



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- b) Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information that the recipient takes to protect the confidentiality of its own proprietary and confidential information and that of its other clients;
- c) Not make or retain copy of any details of products and/or services, prototypes, business or marketing plans, Client lists, Proposals developed by or originating from IRCTC or any of the prospective clients/partners of IRCTC.
- d) Not make or retain copy of any details of results of any information security audits, tests, analysis, extracts or usages carried out by the Recipient in connection with the IRCTC's products and/or services, IT infrastructure, etc. without the express written consent of IRCTC.
- e) Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the IRCTC;
- f) Immediately notify IRCTC in writing upon the discovery of any loss or unauthorized disclosure of any confidential information.
- g) Return to the IRCTC, or destroy, at IRCTC's discretion, any and all Confidential Information disclosed in a printed or electronic form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately on (i) expiration or termination of this agreement, or (ii) the request of IRCTC therefor.
- h) Not send IRCTC's information or data and/or any such Confidential Information at any time outside India for the purpose of storage, processing, analysis or handling without the express written consent of the IRCTC.
- i) Use only the best possible secure methodology to avoid confidentiality breach, while handling confidential data of IRCTC for the purpose of storage, processing, transit or analysis including sharing of information with IRCTC.
- j) Not to engage or appoint any non-resident/foreigner to undertake any activity related to Information Security Audit in respect of IRCTC/ Government/ critical sector organization. Only the man power declared to CERT-In shall be deployed to carry out such audit related activities.
- k) Not discuss with any member of public, media, press, any or any other person about the nature of arrangement entered between the Recipient and IRCTC or the nature of services to be provided by Recipient to IRCTC.
- l) Make sure that all the employees and/or consultants engaged by Recipient to undertake any audit or services as part of '*Authorized purpose*' as specified above on its behalf have signed the mandatory non-disclosure agreement.

3. Permitted disclosure of Confidential information: If the recipient is requested/required to disclose confidential information by law enforcement or similar Government agencies mandated under the law, it is agreed that the receiving party shall provide IRCTC with prompt notice of any such request or obligation so that IRCTC may seek an appropriate protective order and or wave the recipient compliance with the provision of this agreement.

4. Title and Proprietary Rights: Notwithstanding the disclosure of any confidential information by IRCTC to the recipient, the title and all intellectual property and proprietary rights in the confidential information shall remain with IRCTC. The provisions of this agreement are necessary for the protection of the business goodwill of IRCTC and are considered by IRCTC to be reasonable for such purposes. Recipient agree that any breach of this agreement will cause substantial and irreparable damages to IRCTC.



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- 5. Exceptions.** The Confidentiality obligations as enumerated in Article 2 of this Agreement shall not apply in following cases:
- a) Which is independently developed by Recipient or lawfully received from another source free of restriction and without breach of this Agreement; or
 - b) After it has become generally available to the public without breach of this Agreement by Recipient; or
 - c) Which at the time of disclosure to Recipient was known to such party free of restriction and evidenced by documents in the possession of such party; or
 - d) Which IRCTC agrees in writing is free of such restrictions.
 - e) Which is received from a third party not subject to the obligation of confidentiality with respect to such Information;
- 6. Onus.** Recipient shall have the burden of proving that any disclosure or use inconsistent with the terms and conditions hereof falls within any of the foregoing exceptions.
- 7. Remedies.** Recipient acknowledges that any actual or threatened disclosure or use of the Confidential Information by Recipient would be a breach of this agreement and may cause immediate and irreparable harm to IRCTC or to its clients/partners; Recipient affirms that damages from such disclosure or use by it may be impossible to measure accurately; and injury sustained by IRCTC / its clients/partners may be impossible to calculate and compensate fully. Therefore, Recipient acknowledges that in the event of such a breach, IRCTC shall be entitled to specific performance by Recipient of its obligations contained in this Agreement. In addition, Recipient shall compensate the IRCTC for the loss or damages caused to the IRCTC actual and liquidated damages which may be demanded by IRCTC. Liquidated damages not to exceed the Contract value. Moreover, IRCTC shall be entitled to recover all costs of litigation including reasonable attorneys' fees which it or they may incur in connection with defending its interests and enforcement of contractual rights arising due to a breach of this agreement by Recipient. All rights and remedies hereunder are cumulative and in addition to any other rights or remedies under any applicable law, at equity, or under this Agreement, subject only to any limitations stated herein.
- 8. Need to Know.** Recipient shall restrict disclosure of such Confidential Information to its employees and/or consultants with a need to know (and advise such employees and/or consultants of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/or third party without prior written approval of the IRCTC. No information relating to IRCTC shall be hosted or taken outside the country in any circumstances.
- 9. Intellectual Property Rights Protection.** No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the conveying of Confidential Information to such party.
- 10. Ownership:** the confidential information is the property of IRCTC or its associates or advisors. Nothing in this agreement shall be construed as granting any property rights, by license or otherwise, to any confidential information disclosed pursuant to this agreement or to any invention or any patent, copyright, trademark, or other intellectual property right that has issued or that may issue, based on such confidential information. The recipient shall not make, have made, use or sell for any purpose any product or other item using, incorporating or derived from any confidential information. It is understood and agreed that neither party solicits any change in the organization, business practice, service or products of the other party, and that the disclosure of confidential information shall not be construed as evidencing any intent by a party to purchase any products or services of the other party



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nor as an encouragement to expend funds in development or research efforts. The confidential information may pertain to prospective or unannounced products. The recipient agrees not to use any confidential information as a basis upon which to develop or have a third party develop a competing or similar product.

- 11. No Conflict.** The parties represent and warrant that the performance of its obligations hereunder do not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound.
- 12. Authority.** The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.
- 13. Publicity:** the recipient must not make any press or other public statements (which includes announcements and releases) relating to this agreement, the confidential information and the authorized purpose.
- 14. Forum:** the recipient shall submit to the exclusive jurisdiction of the courts at New Delhi, India to adjudicate any dispute arising out of this agreement.
- 15. Communications:** Written communications requesting or transferring proprietary information under this agreement shall be addressed only to the respective designees as follows (or to such designees as the parties hereto may from time to time designate in writing)

(Recipient)

(Recipient's Address)

- 16. Notices:** any notice required by this agreement or given in connection with it, shall be in writing and shall be given to the appropriate party by personal delivery or by certified mail, postage prepaid, or recognized overnight delivery services.

If to IRCTC:

Group General Manager/IT-II

2nd Floor, Tower-D, World Trade Centre, Nauroji Nagar,

New Delhi, Pin- 110029

IF to Recipient:

(Recipient)

(Recipient's Address)

- 17. Headings:** Headings used in this agreement are provided for convenience only and shall not be used to construe meaning or intent
- 18. Governing Law.** This Agreement shall be interpreted in accordance with and governed by the substantive and procedural laws of India
- 19. Entire Agreement.** This Agreement constitutes the entire understanding and agreement between the parties on this subject, and supersedes all previous communications, both oral and written, representations and under standings among the parties with respect to the subject matter hereof.



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- 20. Amendments.** No amendment, modification and/or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.
- 21. Binding Agreement.** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.
- 22. Severability.** If any provision of this Agreement shall for any reason, be held invalid, inoperative, illegal or unenforceable for any reason, such provision shall be deemed separable from the remaining provisions of this Agreement and shall in no way affect or impair the validity, operation, legality or enforceability of the remaining provisions of this Agreement, unless removal of the invalidated provision renders the other provision impossible to implement or inconsistent with the intent of the Parties. It is further agreed that in the event of any provision being held invalid, inoperative or unenforceable, such provision shall be replaced by mutually acceptable provision of the Parties.
- 23. Waiver.** Waiver by either party of a breach of any provision of this Agreement, shall not be deemed to be waiver of any preceding or succeeding breach of the same or any other provision hereof.
- 24. Survival.** Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after expiration or termination of this Agreement.
- 25. Non-solicitation.** During the term of this Agreement and thereafter for a further period of two (2) years, Recipient shall not solicit or attempt to solicit IRCTC's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct business similar to IRCTC with any employee and/or consultant of the IRCTC who has knowledge of the Confidential Information, without the prior written consent of IRCTC.
- 26. Term.** This Agreement shall come into force on the date of its signing by both the parties and shall be valid up to **Five years**.

IN WITNESS WHEREOF, and intending to be legally bound, the duly authorized representatives of parties have executed this Agreement to make it effective from the date and year first written above.

For and on behalf of IRCTC	For and on behalf of RECIPIENT
Name of the Organization: Indian Railway Catering and Tourism Corporation Limited (IRCTC)	Name of the Organization:
Sign:	Sign:
Name:	Name:
Designation:	Designation:
Witnessed by:	Witnessed by:
Sign:	Sign:
Name:	Name:
Designation:	Designation:

ANNEXURE: VII - SERVICE AGREEMENT FORMAT

(To be submitted on non-judicial stamp paper of Rs.100)



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THIS AGREEMENT made the _____ day of _____ 20__

BETWEEN

The Indian Railway Catering and Tourism Corporation Limited (IRCTC) (hereinafter referred to as “the Purchaser”) which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its authorized agents, representatives, executors, administrators and permitted assigns of the First Part.

AND

The Party _____ (hereinafter referred to as “the Service Provider”) which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include their successors, administrators, representatives, authorized agents, executors and permitted assigns having its registered office at _____ of the Second Part.

WHEREAS

- a) The Purchaser had invited Tenders vide their Tender No. **2024/IRCTC/CO/SER/ST/AMC/HPE Hardware, Dated** (hereinafter referred to as ‘Tender Document’) for “**AMC Support for HPE Hardware**”
- b) The Service Provider had submitted its proposal dated _____ (hereinafter referred to as the ‘Tender’) for the provision of such services in accordance with the terms and conditions of the Tender and this Contract.
- c) The Purchaser has agreed to appoint the Service Provider for the provision of such services and the Service Provider has agreed to provide services as are represented in the Tender, including the terms of this Contract, the Schedules attached hereto and in accordance with the terms of the Tender, and in terms of the discussions, negotiations and clarifications in relation to the implementation of the scope of work.
- d) In consideration of the foregoing and the mutual covenants and promises contained herein and other good and valuable consideration the receipt and adequacy of which is hereby acknowledged, the parties intending to be bound legally.

NOW THIS AGREEMENT IS WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of Contract.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:
 - a) Purchase/Work Order awarded by IRCTC
 - b) IRCTC Tender Document and corrigendum/addendum, if any
 - c) Bid response submitted by the bidder, including any clarifications sought by IRCTC
3. In consideration of the payments to be made by the Purchaser to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Purchaser to provide the Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.



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4. The Purchaser hereby covenants to pay the Service Provider in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written

Signed, Sealed and Delivered by
the said

(For the Purchaser in the presence
of: _____

(WITNESS)

Signed, Sealed and Delivered by
the said

(For the Service Provider) in the
presence _____ of:

(WITNESS)



Dated: _____

To,
Group General Manager/IT-2,
Indian Railway Catering and Tourism Corporation (IRCTC) Ltd
2nd Floor, Tower-D, World Trade Centre, Nauroji Nagar,
New Delhi, Pin- 110029

Dear Sir,

Bank Guarantee No. : _____
Date of Issue : _____
Amount of Guarantee : _____
Date of Expiry : _____
Last Date of Lodging of Claim : _____

In consideration of the Indian Railway Catering and Tourism Corporation Limited, 4th Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi, Pin- 110029 (hereinafter called “The IRCTC”), having agreed to exempt _____, having its office at _____ (hereinafter called “The said Supplier(s)”) from the demand, under the terms and condition of an Contract No. _____ dated _____ made between M/s Indian Railway Catering and Tourism Corporation Limited and M/s _____ for “Tender for AMC Support for HPE Hardware”) (hereinafter called “the said contract”) of Security Deposit for the due fulfilment by the said Supplier(s) of the terms and conditions contained in the said Contract, on production of a Bank Guarantee for Rs. _____/- (Rupees _____ only) we, _____ (hereinafter referred to as the bank) at the request of Supplier(s) do hereby undertake to pay the IRCTC an amount not exceeding Rs. _____/- (Rupees _____ only) against any loss or damage caused to or suffered by the IRCTC by reason of any uncured material breach by the said Supplier(s) of any of the material terms or conditions contained in the said Contract. Supplier will have thirty (30) days to cure the said breach failing which, the Bank shall be liable to pay the corresponding amount of loss or damage sustained by IRCTC subject to the maximum amount of this guarantee.

1. We _____ do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the IRCTC stating that the amount claimed is due by way of loss or damage caused to or suffered by the IRCTC by reason of uncured material breach by the said Supplier(s) or any reason of the Supplier(s) remedied material failure to perform the said Contract, subject to the thirty (30) days’ cure period identified above. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____/- (Rupees _____ only).
2. We undertake to pay to the IRCTC any money as demanded notwithstanding any dispute or disputes raised by the Supplier(s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment as made by us



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under this PBG shall always be subject to a prior intimation being sent to the supplier prior to such payment to be made and will be considered a valid discharge of our liability for payment there under and the supplier(s) shall have no claim against us making such payment.

3. We _____ further agree that the guarantee herein sustained shall remain in full force and effect during the said contract period. Unless demand of claim under this guarantee is made on us in writing on or before the end of the said contract period, we shall be discharged from all liability under this guarantee thereafter.
4. We _____ further agree with the IRCTC that the IRCTC shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the said supplier(s) from time to time or to postpone for any time or from time to time any of the powers exercised by the IRCTC against the said Supplier(s) and to forbear or of enforce any of the terms and conditions relating to the said contract and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said supplier(s) or for any forbearance act or omission on the party of the IRCTC or any indulgence by the IRCTC to the said Supplier (s) or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so reliving us.
5. At any time during the said contract period in which this Guarantee is still valid, if the supplier materially fails to perform the Works in accordance with the contract and leaves such failure uncured within the cure period of thirty (30) days, or fails to discharge himself of the liability of damages or debts, it is understood that the bank will provide this Guarantee under the same conditions during the said contract period on demand by the IRCTC and of the cost of the Supplier.
6. This guarantee will not be discharged due to the change in the Constitution of the Bank or the Supplier(s).

NOTWITHSTANDING anything to the contrary contained herein: -

- i. Our Liability under this Bank Guarantee shall not exceed Rs. _____/- (Rupees _____)
 - ii. This Bank Guarantee shall be valid up to _____ and
 - iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if the IRCTC serve upon us a written claim or demand on or before the expiry of the said contract period.
-



GENERAL CONDITIONS OF CONTRACT

**Indian Railways Catering and Tourism Corporation Ltd.
4th Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi, Pin- 110029.**

1. DEFINITIONS AND INTERPRETATION

In the Contract, unless the context otherwise requires.

- 1.1. **“IRCTC”** would mean the Indian Railways Catering and Tourism Corporation Ltd acting through its Managing Director or any other representative authorized by him.
- 1.2. **“Acceptance of Bid”** means the letter/telex/telegram/fax or any memorandum communicating to the bidder as the acceptance of his bid and includes an advance acceptance of his bid.
- 1.3. **“Contract”** means and includes the invitation to bid, Instructions to Bidders, Acceptance of Bid, Special Conditions of Contract and other conditions specified in the acceptance of bid and includes a repeat order which has been accepted or acted upon by the contractor and a formal agreement, if executed;
- 1.4. The **“Contractor”** means the person, firm, consortium or company with whom the purchase order is placed and shall be deemed to include the contractor’s successors (approved by the Purchaser), representatives, heirs, executors, administrators and permitted assignees, as the case may be, unless excluded by the terms of the contract. The terms “Contractor” and “Successful Bidder” have been used interchangeably in this bid document.
- 1.5. **“Purchasing Officer”** means the officer signing the acceptance of bid and includes any officer who has authority to execute the relevant contract on behalf of IRCTC.
- 1.6. The **“Purchaser”** IRCTC or any representative authorized by IRCTC.
- 1.7. **Bidder/** : Shall mean a company/firm in its individual right or the legal member of the consortia.
- 1.8. **“IRCTC Project Manager”** means designated representative of IRCTC authorized as head of concerned project and is authorized to take decisions on behalf of IRCTC in respect of project implementation.
- 1.9. **“Bidder’s Project Manager”** means a designated representative of Bidder, who is empowered by the authorized signatory of Bidder for delivering the contractual obligations under this contract. He will be the one-point interface with IRCTC.
- 1.10. **“Service” means:** - a service to be given by contractor as stated in contract details
 - i) in relation to Hardware, including networking equipment and infrastructure and office machines
 - ii) In relation to manpower and Annual Maintenance Contract.
 - iii) In relation to system/application software supplied by the bidder
 - iv) Training
 - v) Development and support
- 1.11. **“Personnel”** means Staff, employees, agents, contractors and sub-contractors of either party and also includes the staff, employees, agents and contractors of those subcontractors with qualification, experience and certification.
- 1.12. **“Software”** means system/ application software to be supplied by the contractor, as stated in the contract details.
- 1.13. **“Specifications”** means all the functional, operational, performance or other characteristics



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required of a Product or Service found in bid document Part-I or any of the annexure or addendum to the tender document.

2.0 Authorized Signatory and address of the contractor: The Signatory of the bid should attach an authorization certificate mentioning:

2.1 The proprietor in case of “Sole Proprietor” firm or constituted attorney of such sole proprietor.

2.2 One of the partners in the case of a “Partnership” firm, in which case he must have authority to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney. In the absence of such authority all partners should sign the Tender.

2.3 A director or the regional head in case of a limited company or an official of requisite authority in the case of a government institution, duly authorized by a resolution of the board of directors.

2.4 For all purpose of the contract, including arbitration thereafter, the address of the bidder mentioned in the tender shall be the address to which all communications shall be the addressed.

3.0 QUALIFICATION CRITERIA OF BIDDER (It is compulsory to enclose supporting documents without which the bid may be disqualified)

3.1 In case of single or limited tenders, only bidders who are specifically invited by IRCTC or their authorized representative with their unconditional authorization in respect of complete scope of work under this tender, shall be eligible to participate subject to fulfilment of special eligibility conditions laid down in the Special Conditions of Contract (SCC) given in Bid Document Part-I.

3.2 Qualification criteria for advertised/open tenders shall be as stated in Bid Document Part- I i.e. SCC.

3.3 Consortium bidders:

3.3.1 Bid is submitted by a Consortium shall be acceptable if specifically permitted in Part-I of the Tender Document. In such cases, the lead partner of the consortium should fulfill the qualifying criteria given in para-3.2 above.

3.3.2 A copy of the memorandum of formation of Consortium giving clear responsibilities of consortium members, duly signed by authorized signatories as defined in para -2 above for each constituent member of the consortium, must be submitted along with the offer.

3.3.3 No change in the composition of consortium shall be permitted up to finalization of the contract. However, after acceptance of purchase order, if for reasons to be explained by the lead partner to IRCTC which IRCTC will be at liberty to accept or reject, any member of the Consortium is changed, a modified memorandum of formation of consortium, duly signed by authorized signatories of constituents shall be submitted by the lead partner while announcing the change to IRCTC.

3.3.4 Notwithstanding any change in the composition of Consortium at post purchase order stage, complete and total responsibility and liability for execution of the contract shall remain of the lead partner.

4.0 EARNEST MONEY DEPOSIT.

4.1 The bidders shall submit along with the bid, earnest money deposit(EMD) of value indicated in the tender notification in the form of Demand Draft or Fixed Deposit Receipt issued by any Commercial/Nationalized Bank drawn in favour of “IRCTC, New Delhi” valid for 120 days from the date of issue.

4.2 Deposit (EMD) is liable to be forfeited if the bidder withdraws or amends or impairs or derogates from the bid in any respect within the validity of the bid and is open for acceptance whether originally fixed or extended.



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- 4.3 EMD shall also be forfeited if bidder fails to execute performance guarantee bond within stipulated time after acceptance of bid is communicated to him. Any bid not accompanied by EMD is liable to be summarily rejected.
- 4.4 The EMD will be returned to the successful bidder only on submission of the performance guarantee bond in the prescribed format and of the requisite value.
- 4.5 No interest shall be payable by the Purchaser on the Earnest Money/Bid Guarantee to the bidder.
- 4.6 The Earnest Money shall remain deposited with the Purchaser for the period of 120 days or validity period as mentioned, from the date of opening of Tenders. If the validity of the offer is extended, the Earnest Money Deposit extension shall also be furnished failing which the offer after the expiry of the aforesaid period shall not be considered by the Purchaser.
- 4.7 The Earnest Money of all unsuccessful bidder will be returned by the Purchaser on finalization of tender.

5.0 COMPLETION OF TENDER DOCUMENTS

- 5.1 All columns of the technical specifications compliance sheet must be filled. Any deviations should be clearly indicated against individual line items. All rates in the Financial Bids should be clearly filled. The rates must be in words and figures both. In case of any discrepancy unit rate in words will take precedence. Bids should be filled and signed in ink.
- 5.2 The Purchaser will accept internationally accepted alternative specifications which ensure equal or higher quality than the specifications mentioned in the Technical Specification except where Make or brand is specified in the technical specifications. However, the decision of the Purchaser in this regard shall be final. The Bidder should also furnish "Statement of Deviations" from tender specifications as per proforma given of tender document Part-I along with the offer.
- 5.3 No alteration/cutting is permitted in the bid documents.
- 5.4 Each page of the bid is to be signed by the bidder. Any unsigned page shall not be taken cognizance of.
- 5.5 Bidder shall submit all technical information and product brochures along with the techno-commercial bid. The language of these documents must be English.
- 5.6 The bidder should submit self-details as per proforma given in Annexure-II.
- 5.7 Tender documents with non-compliance of the above clauses are liable to be rejected.

6. AMENDMENTS TO BID INVITATION.

- 6.1 The purchaser reserves the right, to make revisions or amendments to the bid documents, when deemed necessary, prior to the closing date of the bid, through proper notification or web-site. The bidders must watch IRCTC web site for any such amendments. The purchaser shall be at liberty to consider extending the date set for the bid opening by such a number of days as in the opinion of the purchaser will enable the bidder's to revise their bids.

7. CLARIFICATIONS, OMISSIONS AND DISCREPANCIES IN TENDER DOCUMENT:

- 7.1 In case any bidder finds any discrepancy or omission in the any part of the tender Document/or he has any doubt to their meaning, he should notify the Purchaser minimum 7 days prior to tender opening date who may clarify and send a written instruction to all bidders for correction, if necessary. It however, does not entitle the bidder to seek any extension of tender opening date.
- 7.2 It shall be understood that every endeavour has been made to avoid any error which can materially affect the basis of the bid and successful bidder shall take upon himself and provide for the risk of any error which may subsequently be discovered and shall make no subsequent claim on



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account thereof.

- 7.3 The submission of the tender will be deemed to imply that the bidder fully understands the scope of work involved and has read and understood all conditions of the tender document and his liabilities and responsibilities in respect of the tender.

8. PROCESS TO BE CONFIDENTIAL

- 8.0 After the public opening of bids, information relating to the examination, clarification, evaluation and comparison of bids, and recommendations concerning the award of the purchase order shall not be disclosed to the bidder or other persons not officially concerned with such process.
- 8.1 Any effort by the bidder to influence the purchaser in the process of examination, clarification, evaluation and comparison of bids, and in the decision concerning the contract, may result in rejection of his bid.

9. TECHNICAL CLARIFICATIONS.

- 8.1 To assist in the examination, evaluation and comparison of bids, IRCTC may ask the bidder individually for a clarification on his bid including breakdowns of unit rates. The request for clarification and the responses shall be in writing/fax but no change in price or substance shall be sought, offered or permitted except as required to confirm the correction of arithmetical errors discovered by IRCTC during the evaluation of bids. Such reply shall be given within the time limit mentioned in the intimation issued by IRCTC, failing which IRCTC will be at liberty to conclude that nothing further is to be submitted by the vendor on this matter.
- 8.2 The bidder should make available the offered products, if desired during evaluation of bids for benchmarking of the application to ensure that there are no compatibility issues.

10. VALIDITY.

The validity of the bid must be for a minimum of 90 days from the last day of bid submission. Any subsequent extension of validity shall be for minimum 60 days.

11. RIGHT OF ACCEPTANCE

IRCTC reserves the right to place order for a part item/combination of the quantity offered. The unit rates offered by the bidder shall be valid for any such part order. IRCTC reserves the right to reject any or all tenders without assigning any reason to the bidder. IRCTC may call upon one or more bidder for demonstration/testing of all or any quoted item at IRCTC office.

12. INDEMNITIES AND LIABILITIES.

The contractor hereby agrees to indemnify, defend, and hold harmless IRCTC, its officers, directors, employees, agents etc. from, and against any and all claims, demands, actions, suits, proceedings, liabilities, losses, damages, costs, and expenses (including reasonable legal fees and disbursements) arising out of or resulting from any act, omission, negligence, misconduct, or breach of this agreement by the licensee, its agents, representatives, or employees in connection with the provision of services under this license or related to the safeguarding, management, or performance thereof. This indemnification shall include, but not be limited to, claims of any nature or description brought by any third party against IRCTC due to the licensee's actions or failure to act in compliance with the terms of this agreement. The contractor shall assume the



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responsibility of defending IRCTC against any such claims and shall promptly reimburse IRCTC for any and all expenses, including legal fees and costs, incurred in connection with the defence or settlement of such claims. This indemnification provision shall survive the termination or expiration of this agreement

13. INSURANCE

The purchaser shall not arrange for any 'Transit Insurance' and the supplier will be responsible till the entire goods contracted, arrive in good condition at destination site as mentioned in the delivery schedule and the bidder shall, at his own cost, unconditionally replace/rectify the goods lost/damaged to the entire satisfaction of the consignee within 30 days from the date of receipt of intimation from the consignee.

14. LOCAL CONDITIONS.

It will be the sole responsibility of each bidder to fully acquaint him with all the local conditions and factors, which could have any effect on the performance of the contract and/or the cost.

15. PRICES.

- 15.1 All Prices shall be in Indian Rupees and no foreign exchange/import license shall be provided. The prices should be inclusive of all taxes, duties, P&F Charges, freight insurance, levies applicable at the time of submission of bid. However, Firm should explicitly indicate these charges in there offer. If offer is silent about the above charges, then it will be presumed that prices are inclusive of these charges. In this case bidder will have no right to demand and charges/additions to such charges as may be levied, subsequent to opening of the bid.
- 15.2 In case of change in any duty or tax on account of change in rules/legislation by the Government, the actual rates as applicable at the time of placement of order shall be payable only for taxes which are clearly stated as percentages in the offer.
- 15.3 Quoted prices shall remain firm for the period of validity of the offer.
- 15.4 IRCTC reserves the right to place order for a part item/combination of the quantity offered. The unit rates offered by the bidder shall be valid for any such part order.

16. PRICE FALL

- 16.1 The prices charged for the goods/services supplied under the contract by the vendor shall at no event exceed the lowest price at which the vendor sells the goods or offers to sell the goods of identical description to any person/Organisation including the purchaser or any department of State/Central Government, as the case may be during the currency of the contract.
- 16.2 If, at any time during the said period the vendor reduces the sale price, sells or offers to sell such goods to any person/Organisation including the purchaser or any department of State/Central Government as the case may be at a price lower than the price chargeable under the contract, the vendor shall forthwith notify such reduction or sale or offer to sell to the purchaser and the price payable under the order for supply of material after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced.
- 16.3 The above clauses are applicable for Rate Contract Tender only and not for fixed quantity tenders



17. ACCEPTANCE OF PURCHASE ORDER.

Prior to the expiry of bid validity, the successful bidder shall be notified by mail/fax. Within one week of the award of the contract the successful bidder shall send his/her acceptance of the purchase order along with the contract performance bank guarantee.

18. DELIVERY

- 18.1 Delivery time to supply the good to the consignees is stated in the Part-I of the Tender Document. In absence of delivery in Part I, delivery shall be taken as 4 to 6 weeks from the date of purchase order.
- 18.2 The time for and the date specified in the contract or as extended for the delivery of the material/services shall be deemed to be the essence of the contract and delivery must be completed not later than the date(s) so specified or extended.
- 18.3 In case of failure by firm to supply the goods/services within the delivery period stated in the purchase order, the Purchaser shall be at liberty to extend the delivery period on reasonable ground for extension of time. Any failure or delay on the part of Sub-Contractor shall be the sole responsibility of the bidder.

19. LIQUIDATED DAMAGES FOR DELAY IN DELIVERY.

- 19.1 Any delay by the vendor in the performance of the delivery obligations shall render him/her liable to any of the following penalties: -
 - 19.1.1 In the event of bidder's failure to supply the said items of acceptable quality and specifications within the original delivery period given in the purchase order, IRCTC shall be liberty to recover liquidated damages to be levied @ 0.5% of the order value per week or part thereof subject to a maximum of 10% of the total order value.
 - 19.1.2 Encashment of the performance bank guarantee.
- 19.2 Liquidated damages shall be calculated on the total contract value comprising of value of complete equipment and installation & commissioning charges for a site. The supply shall be taken as complete only after the last instalment of supply has been made.
- 19.3 After a delay of more than 8 weeks, IRCTC reserve the right to cancel the purchase order and buy the items from any other vendor, at bidder's risk and cost. Any losses caused to IRCTC on this account shall be recoverable from the bidder.

20. GENERAL REQUIREMENTS.

- 20.1 The bidder must specify Item wise compliance to Technical specifications duly vetted by the respective OEMs or supported by technical brochures, duly endorsed by OEMs, for the offered products. The Model and Make of the offered product should be clearly specified.
- 20.2 No change of make or brand will be permitted after issue of purchase order. However, under extra-ordinary circumstances, viz, closure of supplier's business, discontinuation of brand/product in market, statutory ban on such brand/product, or Government legislation, the contractor may request in writing to IRCTC, a change in make/brand explaining the reasons in detail. The alternate brand should be at par or superior to the original offer and the contractor shall provide unequivocal evidence for "Nil adverse price implication to the purchaser". IRCTC shall be at liberty to accept or reject such request without any impact on the contract conditions.
- 20.3 The bidder must pass on the standard OEMs' warranty which comes bundled with the purchased



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equipment wherever it is superior to the warranty specified in this tender document.

- 20.4 The bidder shall ensure availability of spare and software updates/patches for a period of at least 05 years from the date of purchase order.
- 20.5 The bidder along with OEM should make available the offered products, if desired during technical evaluation of bid for testing and benchmarking at CRIS, New Delhi.
- 20.6 Bidder has to provide documentary evidence for back-to-back support agreement with the respective OEM along with the OEM.
- 20.7 The installation of the ordered Systems shall be carried out without disturbing the ongoing working of the existing system.
- 20.8 Detailed designs and drawings required for installation of equipment and the scheme of layout and connections required shall be submitted by the bidder along with his offer.
- 20.9 Obtaining of licenses in addition to the existing licenses or any other statutory requirement for installation and working of all equipment shall be responsibility of the bidder.

21. PERFORMANCE CUM WARRANTY GUARANTEE BOND

In case absence of Security Deposit/Performance Bank Guarantee in part -I

- 21.1 After receipt of purchase order the contractor shall furnish a Performance cum Warranty Guarantee (PWG) Bond from a nationalized bank or from a Commercial Bank duly counter-signed by the Reserve Bank of India/State Bank of India, New Delhi or by any Nationalized Indian Bank. as per proforma attached within 30 days
- 21.2 Of issue of purchase order for an amount equivalent to 10% of the value of the contract. The PWG Bond shall remain valid up to a period of 3 months beyond the last date of Warranty period for any goods supplied under the contract. In case of extension of delivery period, or the warranty period on any account, the contractor shall extend the period of PWG Bond by an equivalent period.
- 21.3 The purchase shall be entitled and it shall be lawful on his part to forfeit the amount of PWG Bond in whole or in part in the event of any default, failure or neglect on part of the contractor in fulfilment or performance of the contract in all respect of the contract under reference or any other contract with the purchaser or any part thereof to the satisfaction of the purchaser and the purchaser shall be entitled to deduct from the amount of PWG Bond any loss or damage which the purchaser may suffer or be put by any reason of or due to any act or other default recoverable by the purchaser from the contract. The losses recoverable by the purchaser from the PWG Bond shall include all losses incurred by the purchaser during the warranty period on account of failure of equipment or delay in attending the equipment by the contractor during the warranty period as per stipulations of the contract.
- 21.4 The PWG Bond will be returned to the contractor without any interest on performance and completion of the contract which shall include installation, commissioning of complete equipment to be supplied under the contract and fulfilment of warranty obligations for the complete equipment in terms of the contract.

22. PAYMENT TERMS AND CONDITIONS

In case absence of Payment Terms in part -I

- 22.1 80% of the value of complete equipment supplied shall be paid by the purchaser on receipt of material by consignee in good conditions and upon furnishing the following documents:
 - i) Certificate of receipt of complete equipment in good conditions by the consignees in terms of the contract.



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- ii) Pre-Inspection certificate by IRCTC or as laid down in the purchase order.
- iii) Confirmation of the validity of PWG Bond of 10% of the value of contract for a period up to 3 months beyond the last date of warranty period.

22.2 Balance 20% shall be paid after installation and commissioning of the equipment to the satisfaction of the consignee and upon furnishing the following documents:

- i) Final Certificate of successful commissioning of complete equipment issued as per the inspection and acceptance procedure given in the purchase order.
- ii) Confirmation of the validity of PWG Bond of 10% of the value of the contract for a period up to 3 months beyond the last date of warranty period.
- iii) In case of delay in final commissioning beyond 3 months from the date of delivery, on account of reasons not attributable to the Supplier to be certified by IRCTC Project Manager, part payment may be claimed for the goods and services actually commissioned.
- iv) In case of delay in final commissioning at any location beyond 6 months from the date of delivery on account of reasons not attributable to the Supplier, the balance of the 20 % of the cost of equipment remaining non-commissioned may be paid to the supplier against submission of an additional Bank Guarantee of an equal amount valid for minimum 12 months which shall be returned on completion of commissioning of the remaining equipment. The supplier will also be required to submit along with the bills, a commitment to complete installation and commissioning at such remaining locations on receiving a call from the consignee.
- v) Any installation and commissioning charges and after-sales services will only be paid on delivery of actual services or at the end of after sales-service period, or, as defined in tender document part-I.

23. INCOME-TAX

Income tax shall be deducted at source by IRCTC from all the payments made to bidder according to the Income Tax Act, unless bidder prior to release of payment submits valid and complete documents for Income tax exemption. A certificate shall be provided by IRCTC to the bidder for any tax deducted at source.

24. ENHANCEMENT OR REDUCTION OF QUANTITIES:

The Purchaser shall be at liberty to enhance or reduce the quantity mentioned in the purchase order up to a maximum extent of 30 % without assigning any reasons. The bidder shall comply to such modifications unconditionally provided these are made before completion of the deliveries under the purchase order. Any such change in quantity shall have no impact on the rates mentioned in the purchase order for any such item.

25. TERMINATION FOR DEFAULT.

IRCTC may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the vendor terminate the contract in whole or part thereof if:

- i. The vendor fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the client.
- ii. The vendor fails to perform any other obligation(s) under the contract.

26. SETTLEMENT OF DISPUTES AND JURISDICTION



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- 26.1 The contractor shall not be entitled to make any claim whatsoever against the Purchaser under or by virtue of or arising out of this contract, nor shall the Purchaser entertain or consider any such claim if made by the Contractor, after it has signed a “No Claim” certificate in favour of the Purchaser, after the contract is finally completed. The contractor shall be debarred from disputing the correctness of the items covered by “No claim” Certificate or demanding a reference of Arbitration in respect thereof.
- 26.2 Matters finally determined by the Purchaser: All disputes and differences of any kind whatsoever arising out of or in connection with this contract, whether during the progress of the contract or after their completion and whether before or after the termination of the contract, shall be referred by the Contractor to the purchaser and the purchaser shall within a reasonable time period after their presentation make and notify decisions thereon in writing. The directions, classification, measurements, drawings and certificates with respect to any matter the decision of which is specifically provided for by these or other special conditions, given and made by the purchaser, or by the officer on behalf of the purchaser, are matters which are referred to hereinafter as “Excepted Matters” and shall be final and binding upon the contractor and shall not be set aside on account of any informality, omission, delay or error in proceeding in or about the same for any other ground or for any other reason and shall be without Appeal.
- 26.3 Demand for arbitration: In case of any dispute or difference between the parties in connection with the agreement executed between the parties including the validity thereof, the parties hereto shall endeavour to settle such dispute amicably at first instance by authorized representatives of each party to resolve the dispute.
- a) The attempt to bring about an amicable settlement shall be treated as having failed as soon as one of the parties hereto, gives a notice to this effect, to the other party in writing. Such dispute shall be referred to the sole arbitrator to be mutually appointed by the parties in accordance with the provisions of Arbitration and Conciliation Act 1996. The Arbitration shall be conducted in accordance with Arbitration and Conciliation Act 1996..
- b) In case the parties fail to appoint a sole Arbitrator within 30 days, the dispute shall be referred to an Arbitral Tribunal comprising of three Arbitrators wherein each party shall appoint one Arbitrator and the two appointed Arbitrators shall appoint the third arbitrator who shall act as a Presiding Arbitrator.
- c) Subject to as aforesaid, Arbitration and Conciliation Act 1996 and the Rules there under any statutory modification thereof shall apply to the Arbitration proceedings under this Article.

The award of the Arbitrator shall be final and binding on the parties to this agreement. The seat of Arbitration shall be at New Delhi.

The fees and expenses of the Arbitral Tribunal shall be jointly borne by the parties.

- 26.4 **Obligation during pendency of arbitration:** Work/Purchases under the contract unless otherwise directed by the purchaser will continue during the arbitration proceedings and no payment due or payable by the purchaser shall be withheld, except payments involved in the dispute, on account of such proceedings provided, however, it shall be open for arbitrator(s) to consider and decide whether or not such work should continue during arbitration proceedings.
- 26.5 The jurisdiction for settlement of any disputes through Court under this contract shall be at New Delhi.

27. FORCE MAJEURE

Neither party shall be held liable for failure to perform its obligations under this Agreement if such failure to perform its obligations is prevented, hindered or delayed by a Force Majeure, event



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or circumstance (whether of the kind described herein or otherwise)., Force Majeure shall include but not limited to war, insurrection, restraint imposed by the government, act of legislature or other authority, explosion, strike, accident, riot, lockout, act of public enemy, act of God, sabotage, pandemic accident, explosion, fire, storm, earthquake, flood, drought, perils of the sea, casualty, strikes, lock-outs, labour troubles, riots, sabotage, terrorists acts, embargo, war (whether or not declared), governmental actions, change of laws and regulations, orders, or decrees, or other causes of like or different character beyond the control of either Party etc which is beyond the reasonable control, of a party and which make a party's performance of its obligations under the contract impossible or so impractical as to be considered impossible or so impractical as to be considered impossible under the circumstances.

If either party becomes aware of any circumstances of force majeure which give rise to any such failure or delay, or which appear likely to do so, that party shall promptly give notice of those circumstances as soon as practicable after becoming aware of them and shall inform the other party of the period for which it estimates that the failure or delay will continue.

Neither party shall be held liable in respect of any breach of the terms and conditions due to any event or circumstances beyond its reasonable control.

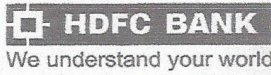
28. EVALUATION OF OFFERS:

28.1 Single bid tenders:

- 28.1.1 Final selection will be made on the basis of highest cost from amongst the technically suitable tenders from bidders meeting the qualifying criteria. For the purpose of relative commercial ranking of offers, all-inclusive price for entire scope of the project and offered prices in the Rate Schedule as per Tender Document Part-I, as well as any others costs seen to be arising as a part of offer due to taxes or duties based on the offer.
- 28.1.2 Additional features/enhancements offered by the bidder , over and above the ones asked for in the tender documents, shall not be considered for evaluation of bids



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HDFC Bank Ltd.
Financial Institutions, PSUs &
Government Business Group,
B-6/3, Safdarjung Enclave,
DDA Commercial Complex,
Opp. Deer Park, New Delhi - 110 029.
Tel. : 011-41392100
Fax : 011-41652283

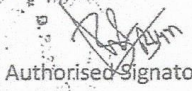
Date: 13th Feb 2017

To Whom So Ever It May Concern

This is to certify that M/s Indian Railway Catering & Tourism Corporation Ltd is maintaining the below A/c with our bank.

A/c number: 00030350003882
A/c title: IRCTC Internet Ticketing Disbursement A/c
Branch: 26, Kailash Building, K G Marg New Delhi 110001
IFSC code: HDFC0000003

For HDFC Bank Ltd


Authorised Signatory

www.hdfcbank.com

Regd. Office : HDFC Bank Ltd., HDFC Bank House, Senapati Bapat Marg, Lower Parel (West), Mumbai - 400 013.
Corporate Identity No. : L65920MH1994PLC080618

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