

Bharuch Dahej Railway Company Limited (BDRCL)

Notice Inviting Quotation (NIQ)

BDRCL invites tenders/quotation through two bids system i.e., Part-I (Technical Bid) and Part-II (Financial Bid) for selection of vendor for Comprehensive AMC accessories and for maintenance and repair of computers' Peripherals i.e. Printers & UPSs etc. at Bharuch Dahej Railway Company Limited (BDRCL) New Delhi, as per scope of work and other terms and conditions attached to this bid document.

Interested vendor fulfilling the eligibility criteria shall submit their bids along with profiles of their proprietor/firms/company for **technical bid (Experience & Eligibility Criteria) in Annexure-A and Financial Bid in Annexure-B.**

The interested firms shall submit their bid along with relevant supporting documents via post/courier or directly deliver to below mentioned address.

Name of the Work	Comprehensive AMC accessories and for maintenance and repair of computers' Peripherals i.e. Printers & UPSs etc at Delhi office
Tender No	BDRCL/Computer
Nature of bid process	Two bid systems shall be followed; Part I shall be "Technical Bid" and Part II shall be the "Financial Bid".
Type of Tender	Open Tender
Availability of Tender Document	On BDRCL website
Date of Issue of document	20.03.2026
Date of Last Submission of bid	6th April, 2026, 2:00 PM
Performance Security Deposit	10% shall be deducted from running bills as a Performance Security Deposit. The total amount deducted shall be equal to 10% of the fees quoted and will be released upon completion of one year.
Contact details of the contact person	Email: mgrfandls@bdrail.in
Address of Organization	Suit No. 39-42, 3rd Floor, H-Block, Indra Palace, Middle Circle, Connaught Place, New Delhi - 110001 Tel: 011-43586813/14/15/16/17

Technical Bids shall be opened on 6th April, 2026 at 02:30 PM. The financial bids of only those bidders shall be opened who fulfil the eligibility criteria as per Section-II. The Managing Director, BDRCL reserves the right to reject any bid without assigning any reason.

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Section-II

1. Introduction

BDRCL is a Special Purpose Vehicle (SPV) created for the development of railway infrastructure and incorporated under the Companies Act, 2013.

ELIGIBILITY CRITERIA

The bidder shall fulfil the following Eligibility Criteria:

For selection of vendor for Comprehensive AMC accessories and for maintenance and repair of computers' Peripherals i.e. Printers & UPSs etc. for BDRCL Delhi office, Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied with the required documents supporting eligibility criteria, the same would be rejected.

S. No.	Criteria	Documents Required
1	The Applicant should have been constituted in India for at least 2 Years as on 28.02.2026.	Certificate of Incorporation and full address of the registered office
2	The Applicant should be registered under Companies Act, Partnership Act/ or should have proprietorship firm registered as on 28.02.2026. Applicant should provide Certificate of MSME registration, if any; Certificate of registration as Startup, if any; Certificate of GST registration, PAN etc.	Self- declaration with relevant documents
3	The applicant should not have been banned / declared ineligible for corrupt and fraudulent practices by the Govt. of India / State Governments / RBI	Self-declaration
4	The Applicant should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this EOI.	Self-declaration

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Section-III

Scope of work & terms & conditions for the Appointed Proprietor/Firm/Company

BDRCL Delhi Office invites Sealed quotations from Bonafide and experienced parties having a Minimum two years of experience with documentary evidence in the comprehensive AMC for maintenance and repair of computers, their accessories and Peripherals i.e. Printers, UPSs etc. for the award of contract for the same subject to the following conditions:

1. **Place of Operation:** Comprehensive AMC for maintenance and repair of computers, their accessories and peripherals i.e. printer, UPSs etc. installed at BDRCL Office 39-42 3rd Floor Indra Palace Connaught Place, New Delhi-110001.
2. **Signing of NIQ:** The person or persons signing the NIQ shall state in what capacity he or they is/are signing the tender e.g. as a sole proprietor of a firm or as a Secretary/Manager/Director etc. of a body corporate. In the case of partnership firms, the name of all the partners should be disclosed and the tenders shall be signed by the authorised. The original or an attested copy of the partnership deed shall be furnished along with the tender. In the case of a limited company (1) the name of the Directors shall be mentioned and (II) it shall be certified that the person signing the tender is empowered to do so on behalf of the Company.
3. **Performance Security Deposit:** 10% shall be deducted from running bills as a Performance Security Deposit. The total amount deducted shall be equal to 10% of the fees quoted and will be released upon completion of one year. The Security Deposit shall be interest-free and shall be refunded after adjusting the dues, if any, after the expiry of the contract.
4. **Rates:** Rates (Inclusive of GST) should be quoted in Annexure II. The tender shall be awarded to the party quoting the Lowest Rates. The decision of BDRCL in this regard shall be final & binding.
5. **Volume of work:**
 - (A) The party shall have to provide preventive maintenance service once in every quarter and attend calls as and when required by the users.
 - (B) Downtime for attending the calls will be as under:
 - If the call lodged before 02:00 PM shall be attended on the same day or shall be attended before 11:59 AM of next working day.
 - If call lodge after 02:00 PM shall be attended next working day.
 - (C) The maintenance service will be comprehensive and will include the cost of labour repair.
6. **Submission of NIQ:** Interested parties shall submit their sealed quotation in two bid system 1. Technical bid and 2. Financial bid Superscribing the heading “**contract for**

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comprehensive AMC for maintenance and repair of computers their accessories and peripherals installed at BDRCL Delhi”.

Technical bid: The bidder shall sign and seal on all pages of these NIQ, including Annexure-I and Annexure -II along with financial bid in Annexure-II. Submit the financial bid Annexure II, duly filled and signed, in a sealed envelope superscribing the heading “**financial bid of contract of comprehensive AMC for maintenance and repair their accessories and peripherals installed at BDRCL office, new Delhi**” on or before 31st March 2026, on or before 03:00 PM at BDRCL office 39-42 3rd floor Indra Palace Connaught Place 110001. Those who do not comply with these instructions are liable to be ignored/rejected.

Opening of technical bid is 31st March, 2026, at 03:30 PM. Opening of the financial bid will be intimated to the eligible vendors later on.

7. Documents to be attached during submission of NIQ:

- A. The bidder should have a minimum of two years' experience with repair of computer accessories and Peripherals i.e. Printers & UPSs etc.
 - B. The bidder shall provide the following details:
 - a) Permanent Account Number (PAN No.)
 - b) Copy of GST Registration of the Individual/Firm/company for AMC services
 - c) Bank Account detail of the Firm/Company (for payment of fee, if any)
 - C. Attested copy of authorising the person who is signing the tender document
 - D. Attested copies of partnership Deed for Partnership Firm, Proof of Proprietor in case of Proprietary Firm, and Company Registration proof issued by the Registrar of Companies.
 - E. The bidder should duly sign the all the bid documents including Annexures and place a Checklist.
8. **Period of the Contract and Extension:** The period of the contract shall be initially for one year from the date of the award letter and extended further based on satisfactory service with mutually agreed terms and conditions.
9. The appointed firm/company shall give concrete suggestions for the system improvement and to minimise cost of breakdown.
10. **Training to BDRCL Officials:** Appointed firm/company shall provide training and necessary support services to BDRCL officials in Delhi, both in offline and online modes via call if any needed for day today office work.
11. **Payment mode:** The Payment shall be made on post quarterly basis on furnishing the preventive maintenance report (in original) for the respective quarter and/or including compliance of all calls for attending the repairs duly signed by the user mentioning therein the name, designation & Division if needed.

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12. **Penalty:** If the AMC service provider fails to attend to the complaints of computer and their peripherals/accessories, within 24 hours of lodging the complaint, a penalty of Rs 200 /- (Rupees Two Hundred only) per default/day shall be charged from service provider beyond call attending time.
13. The appointed firm/company shall maintain strict confidentiality regarding any sensitive information obtained in course of assignment and shall not use such information for any other purpose whatsoever. It shall also not accept cases or render advice against the Organisation so long as its contract is continued with the BDRCL.
14. BDRCL shall reimburse the cost of spare part/equipment if any needed to be replaced during repair & maintenance. BDRCL shall not provide any conveyance facility and any other out of pocket expenses during the course of assignment. The maintenance service will be comprehensive and will include the cost of labour repair. BDRCL will not be responsible for any accident that may occur to the contractor's employee/workers due to any reason, whatsoever
15. The contractor has to provide standby hardware and networking cables equipment etc. in case the corrective maintenance takes more than one working day. BDRCL depending upon the requirement of equipment for AMC may increase/decrease the number of equipment viz. Printers, PC, UPS etc at any time during the currency of the AMC period for which payment may be made on a proportionate basis.
16. Accessories wherever required and provided, shall be supported by the user's certificate indicating Name, Designation and Division along with the bills for the same. The AMC service provider shall arrange cleaning of each desktop and their accessories once in every quarter to have a cleaner look of the desktops and their accessories up to the satisfaction of the users which shall be authenticated by each user.
17. The service will be provided at BDRCL office premises; however, in case of major faults, the equipment may be taken to the contractor's service centre with prior approval.
18. The appointed bidder will provide basic diagnostics, virus scans and necessary system configuration during scheduled visits for the proper functioning of equipment's. The cost of AMC included unlimited breakdowns/corrective calls and quarterly preventative maintenance visits).
19. **Termination:** In case of providing unsatisfactory service by the party, the security deposit of the party shall be forfeited by BDRCL and the AMC shall be terminated without assigning any reason thereof at the sole discretion of BDRCL. The decision of BDRCL shall be final and binding upon the party and no correspondence on this account will be entertained by BDRCL.

Signature of the party with seal and complete address

Date:

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Technical Bid

Annexure-A

Tender for Engagement for comprehensive AMC for maintenance and repair of computers, accessories and peripherals installed at BDRCL office, new Delhi

Application Form

1	Name of the Bidder (Proprietor/Firm/Company Name)	
2	Address of Corporate Office	
3	Address of Dealing Branch Office	
4	Telephone No, Fax No.	
5	Contact Person for the services with TelephoneNo, Email id	
6	Details of work experience (attach list of present and past Clients)	
7	Type of Business	
8	Details of Firm/Company: <ul style="list-style-type: none">• Number of Partners/Directors (KMP) of the Firm/Company• Date of constitution of the firm/Company, Registration No. and place of Registration or incorporation• PAN No./GST No.	
9	Details of partners or Directors i.e. their names, address, telephone numbers,	
10	Does your firm/Company have an existing relationship with BDRCL? Describe the nature and extent of this relationship. If Yes, share details.	
11	No. of years of experience (Also submit the documentary evidence)	
12	Number of qualified professionals/employees engaged on full time basis.	
13	Whether blacklisted/debarred/or any criminal case or FIR filed against any partner or proprietor or director or convicted by any Court of Law or any other Act pending in any other Court of Law if so, give details	

I/We hereby certify that the information furnished above is full and correct to the best of our knowledge. I/We understand that in case found any deviation in the above statement at any stage, our company can be black-listed and will not have any deal with the BDRCL in future.

Signature, name and designation of
authorized signatory

Date: -

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Cost Proposal (Financial bid)

Annexure-B

Interested vendors are required to submit a detailed cost proposal in the format below. The quoted prices should be exclusive of GST:

Module	Base Cost (INR)	Quoted Cost (INR)	Quoted Cost (Rs. in words)
comprehensive AMC for maintenance and repair of computers and peripherals	33,000/-		

Note: GST will be paid as applicable as per prevailing rates.

Note- In case of dispute/error, figure as per word is considered as final in financial bid.

Signature, name and designation of authorized signatory

Date: -

NOTE:

1. The model of Desktop, laser printer, UPSs, Multi-Function Printers etc. is manufactured in different years and has different configurations. At present approx. 20 computers & UPS, 2 LED screens, 11 printers, 1-2 laptops & network cables etc. It is kindly requested to visit the premises before quoting the rate, if needed.

2. INCOMPLETE AND CONDITIONAL NIQ ARE LIABLE TO BE REJECTED.