

Bharuch Dahej Railway Company Limited (BDRCL)

SECTION-I

BDRCL invites tenders through two bids system i.e., Part-I (Technical Bid) and Part-II (Financial Bid) for selection of vendor for Development and Deployment of E-Office System, Bill Tracking System and Integrated Freight Management Module/Customer Management Module for BDRCL 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 firms 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	Development & deployment of E-Office, Bill Tracking System and Integrated Freight Management Module/Customer Management Module
Tender No	BDRCL/F&A/2025-26
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	24th March, 2026
Date of Last Submission of bid	13th Apr. 2026, 6.00 PM
Earnest Money Deposit (EMD)	Rs. 24,000/-
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 for each module and will be released upon completion of one year from the successful deployment of each module.
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 14th Apr. 2026 at 10AM. 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. BDRCL operates between Bharuch-Cavaj- Dahej (67.2 KM track) and handles train/cargo at three terminals Dahej, MAPD (3.25 KM track) & CGMD (3.2 KM track) and generates significant volume of rail borne freight traffic handling on an average 8-10 rakes daily basis (approx. 120-150 RRs (Railway receipts) monthly). The system has five stations.

Since its inception in 2012, Bharuch Dahej Railway Company Limited (BDRCL) has been managing its core administrative and financial operations, including bill tracking, internal audits, and customer-related workflows through manual processes. Currently, BDRCL uses Tally Prime for accounting, with no integrated digital solution to support its broader operational ecosystem and generates on an approx. 200-220 invoices including expense & revenue.

To modernize and streamline these workflows, BDRCL invites **Tender** from qualified vendors/agencies for the **design, development, customization, deployment, and support** of the following software modules:

- **E-Office System**
- **Bill Tracking System**
- **Integrated Freight Management Module/Customer Management Module.**

This will be web App/mobile App system working as a private web network.

ELIGIBILITY CRITERIA

The bidder shall fulfil the following Eligibility Criteria:

For selection of vendor for Development and Deployment of Modules for BDRCL, 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

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2	The Applicant should be registered under Companies Act, Partnership Act 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

Section-III

Scope of work for the Resource deployed by the Appointed Firm/Company	
<p>One (1) qualified person possessing a degree in MCA, BE (computer science) or equivalent qualification in the relevant field having experience of minimum two (2) years should be stationed at BDRCL office during office hours. BDRCL may obtain the services from deployed resource for developing the software/any other application based on the requirement of the company. In case of urgency the persons so deputed may be asked to work beyond office hrs, occasionally to meet the statutory time limits.</p> <p>The appointee/any person deputed by appointee including senior partner(s) shall visit the office(s) of BDRCL for meeting, discussion, referring to documents etc., if any, related to any matter whatsoever before or after award of work.</p>	
Scope of work for the Appointed Firm/Company	
<p>1. E-Office System</p>	<p>The E-Office System is designed to automate and streamline administrative and operational tasks within the organization. It will include following features-</p> <ul style="list-style-type: none"> • Document Management System • Proposal Approval Management • Workflow Automation • Task and Assignment Management • Communication and Collaboration Tools • Audit and Compliance <p>Timeline:</p> <ul style="list-style-type: none"> • Phase 1 (Planning & Requirements Gathering): 2 Weeks • Phase 2 (Design & Prototyping): 3 Weeks • Phase 3 (Development & Integration): 4 Weeks • Phase 4 (Testing): 2 Weeks

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	<ul style="list-style-type: none"> • Phase 5 (Deployment & Training): 2 Weeks
<p>2. Bill Tracking System</p>	<p>The Bill Tracking System is aimed at automating the process of tracking bills, payments, and invoices. It will offer transparency and real-time updates on the status of each bill, while enabling easy access for relevant departments to track outstanding and paid bills. It should deliver-</p> <ul style="list-style-type: none"> • Bill Entry and Invoice Management • Payment Tracking and Status • Bill Categories and Filtering • Reporting and Analytics • Integration with Accounting Systems <p>Timeline:</p> <ul style="list-style-type: none"> • Phase 1 (Planning & Requirements Gathering): 1 Week • Phase 2 (Design & Prototyping): 2 Weeks • Phase 3 (Development & Integration): 4 Weeks • Phase 4 (Testing): 3 Weeks • Phase 5 (Deployment & Training): 1 Week
<p>3. Integrated Freight Management Module/Customer Management Module</p>	<p>The module will store customer data, support tickets, and sales history, and it will integrate with marketing and sales functions. The module will provide-</p> <ul style="list-style-type: none"> • Integrated Freight management • Customer Data Management • Customer Interaction and Communication • Sales and Support Ticket Tracking • Reporting of Train operation data from Bharuch-Dahej Section & handling data of trains at terminals (Dahej, CGMD & MAPD) • Tailor made management reports related to detentions, arrival, placement, release of rakes, cargo handled, cargo removal etc and related charges- accrual, receipts, outstandings. • Integration with Marketing/Traffic and Sales Tools • Integration with Accounting software for Invoice generation • Self-Service Portal for Customers <p>Timeline:</p> <ul style="list-style-type: none"> • Phase 1 (Planning & Requirements Gathering): 3 Weeks • Phase 2 (Design & Customization): 5 Weeks • Phase 3 (Development & Integration): 8 Weeks • Phase 4 (Testing): 3 Weeks • Phase 5 (Deployment & Training): 2 Weeks

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Section-IV

(1) TERMS & CONDITIONS

- i) The contract shall be initially for the period of one (1) year from the date of successful deployment of each module and extendable further on mutual terms and conditions based on satisfactory performance.
- ii) The appointed firm/company shall give concrete suggestions for the system improvement, procedures and accounting records with respect to development & deployment of said modules.
- iii) **Exemption from EMD:** Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)” are exempt from submission of EMD.
- iv) The bidder should enclose EMD of INR 24,000 (Rs. Twenty-four thousand only) only in form of Demand Draft in favour of Bharuch Dahej Railway Company limited in Account No. 1098201005689 Canara Bank (IFSC CNRB0019042), SPCLD MCB, New Delhi B39 Conn PL New Delhi- 110001. Bids received (other than who are exempt) not accompanied with EMD as demanded shall be summarily rejected. Exempted bidder should enclose required document for claiming exemption.
- v) EMD forfeiture: EMD shall be forfeited if the bidder withdraws, amends or derogates from the tender in any respect.
- vi) **EMD is Refundable-**
 - **If the bidder is *not* selected:** After the tender evaluation is completed, the EMD of unsuccessful bidders is refunded automatically within 30 days of tender evaluation completed.
 - **For the successful bidder:** EMD is refunded **after** signing the contract/LOA (Letter of Acceptance) or maybe converted to Performance Security deposit.
- vii) **Payment Terms:**
 - a. 70% of the one-time development and customization cost will be paid upon successful completion and deployment of each module.
 - b. 20% will be paid after completion of 3 months from the date of successful deployment/running of each module.
 - c. 10% will be released after 6 months of successful operation and support.
- viii) **Deployment & Integration:**

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- a. The appointed firm/company shall fully develop and deploy all required resources for customization as per BDRCL requirements. No payment shall be made for such development activities other than the costs mentioned above, up to and including successful deployment.
- b. The resource person shall possess a degree in MCA, B.E. (Computer Science), or an equivalent qualification in a relevant field, with a minimum of 2–3 years of experience in software development, and shall be well-versed with the developed software.
- c. After successful deployment of each module, the appointed firm/company shall deploy a resource person at the BDRCL office who meets the qualifications specified above and is well-versed with the deployed software. The cost for such deployment shall be mentioned separately in **Annexure B**.

ix) Support & Maintenance for one year from the successful deployment of each module:

- a. Any **bugs or technical issues** must be rectified **within 3 working days** of reporting.
- b. Any **functional changes** required by BDRCL during the support period must be carried out **free of cost**.

x) Delay Penalty: In case of delay beyond the agreed development timeline, **Liquidated damages (LD) will be levied** as per the clause 0702(a) of the **Indian Railways Standard General Conditions of Contract (IR GCC) 2022 -**

“0702 Failure and Termination - If the Contractor fails to deliver the goods or any instalment thereof within the period fixed for such delivery in the contract or as extended or at any time repudiates the contract before the expiry of such period the Purchaser may without prejudice to his other rights: -

(a) recover from the Contractor as agreed liquidated damages and not by way of penalty a sum equivalent to ½ (half) per cent of the price of any goods (including elements of taxes, duties, freight, etc.) which the Contractor has failed to deliver within the period fixed for delivery in the contract for each week or part of a week during which the delivery of such goods may be in arrears where delivery thereof is accepted after expiry of the aforesaid period. Upper limit for recovery of liquated Damages in Supply Contracts will be 10 % (Ten Per cent) of value of delayed supplies irrespective of delays, unless otherwise provided, specifically in the contract,”

xi) 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 including online training to field staff in Gujarat, as per BDRCL’s requirements

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during the currency of the contract. No separate payment shall be made for the training and support services, as these are deemed to be included in the overall scope of the contract.

- xii) Source Code and Ownership:** The appointed firm/Company shall transfer full administrative ownership of all developed software to BDRCL including source code, infrastructure (all deployment script, docker files, CI/CD pipelines etc.), access rights (root codes, cloud hosting & all third-party APIs) etc. and related deliverables, shall be the exclusive property of BDRCL. The appointed firm/company shall have no rights, title, or interest in the software and shall not make any claims over its ownership, usage, or any associated intellectual property at any time during or after the contract period.
- xiii)** 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.
- xiv)** BDRCL shall not provide any conveyance facility and any other out of pocket expenses during the course of assignment.
- xv)** The BDRCL reserves its right not to accept any or all the proposals or to accept or reject a particular proposal at its sole discretion without assigning any reasons whatsoever at any point of time.
- xvi)** The BDRCL reserves the right to cancel the appointment/award at any stage without assigning any reason, if management deems fit.
- xvii) DELAY AND LATE PROPOSAL:** No proposal shall be accepted / opened in any case which are received after due date and time of the Receipt of Proposal irrespective of delay due to Postal Service or any other reasons and BDRCL shall not assume any responsibility for Late Receipt of Proposal.

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Section- V

xviii) **EVALUATION CRITERION:**

- Evaluation of Technical Bid: To become eligible for Technical Bid Evaluation, the bidder must meet the minimum eligibility criteria as prescribed in Eligibility Criteria clause.
- The bidders who meet the minimum eligibility criteria in Stage-I will be declared successful in technical bid evaluation and will qualify for Opening of their Financial Bid. The Financial bid of those bidders who will qualify in Stage-I of Technical bid evaluation, shall be opened at a later date.
- BDRCL will examine all the documents enclosed with the proposal regarding Eligibility criteria, etc.
- The firm has to fulfil all the eligibility criteria given in the Document. If it fails then proposal shall be rejected and shall not be processed for further evaluation.
- BDRCL shall not be obliged to furnish any information/ clarification/ explanation to the unsuccessful bidder as regards non-acceptance of their tender.

xix) **GENERAL INSTRUCTIONS**

- i. The rates quoted should be firm and should not be subject to any variation clauses.
- ii. Bid not submitted as per prescribed specifications shall be straight away rejected.
- iii. BDRCL shall not be obliged to furnish any information/ clarification/ explanation to the unsuccessful bidder as regards non-acceptance of their tender.
- iv. The details as called for in the bidding documents shall be filled and completed by the Bidders in all respect and shall be submitted with requisite information and Annexures.
- v. Although all details presented in this bid documents have been provided complied with all reasonable care, it is the Bidder's responsibility to ensure that the information provided is adequate and clearly understood.
- vi. Tender submitted should be free from correction, over-writing, erasures etc. Each page should be suitably numbered.
- vii. Authorized Signatory should sign the tender submitted indicating the name and designation with official seal.
- viii. Language of Bid:
All documents relating to the Bid shall be in English Language only.
- ix. Cost of Bidding:
The bidder shall bear all costs associated with the preparation and submission of his Bid, and the BDRCL will in no case be responsible and liable for those costs regardless of the conduct or outcome of the bidding process.
- x. Submission of Forged Document:
Bidder should note that BDRCL may verify authenticity of all documents/certificate/information submitted by them against the tender. In case at any stage of this process, if it is established that the bidder has submitted forged documents/certificates/information towards fulfillment of any of the contract conditions. BDRCL shall immediately reject the bid of such bidder(s) or cancel/terminate the contract and forfeit the bid security/Performance Security (if any) submitted by the bidder and debar them from participation in future tenders of

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BDRCL for a period up-to 5 years.

xi. GENERAL CONDITIONS OF THE CONTRACT

- a) The Bidder cannot assign or transfer and sub-contract its interest/ obligations under the contract without prior written permission of the BDRCL.
- b) In the event of any dispute arising at any time during the contract, the decision of the MD, BDRCL, shall be final and binding.
- c) Due statutory deductions shall be made from the payment made to the firm/company from time to time in accordance with applicable Act/Rules.
- d) Bidder should make only one technical bid. In case more than one bid is received, it will be straight away rejected.

2. Submission Details

- a) Interested vendors are requested to submit their **tender** along with:
 - Detailed Technical Proposal
 - Cost Proposal (Financial bid) as per format
 - Company Profile and Experience
 - Details of proposed manpower/Resource for the project
 - Tentative development timelines
- b) A separate sealed envelope for Technical and Financial bid clearly mentioning on the top of the envelope should be submitted in the BDRCL.

Note: - All the documents in support of the above details must be enclosed by the bidder.

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Technical Bid

Annexure-A

Tender for Engagement for Development of E-Office, Bill Tracking System, Internal Audit, and Customer Management Module **in BDRCL**

Application Form

1	Name of the Bidder (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 with proof (Also attach list of present and past Clients) a) with Govt. bodies/PSUs b) with any other company	
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. OR If worked with BDRCL earlier, give details of the period for which worked and under what name& style	
11	No. of years of experience (Also submit the documentary evidence)	
12	Number of qualified professionals/employees engaged on full time basis.	
13	Details of Experience of successful development of said modules at PSUs/Govt. Organisation (Included in above)	
14	Whether blacklisted/debarred/or any criminal case or FIR filed against any partner or proprietor or director or	

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	convicted by any Court of Law or any other Act pending in any other Court of Law if so, give details	
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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:

(a) One time cost quotation-

Module	Base Cost (INR)	Quoted Cost (INR)	Quoted Cost (Rs. in words)
E-Office System Module	6,00,000/-		
Bill Tracking Module	3,00,000/-		
Integrated Freight Management Module/Customer Management Module	3,00,000/-		
Total One-Time Cost	12,00,000/-		

(b) Per month cost for one (1) full-time deployment of a Resource at the office of BDRCL, post successful completion of deployment. The quoted rate shall be exclusive of GST. Goods and Services Tax (GST) will be paid additionally, as applicable, at prevailing rates.

Particulars	Base Cost (INR)	Quoted Cost per month (INR)	Quoted Cost per month (Rs. in words)
Resource deployed -1	60,000/- PM		

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: -