

बिड संख्या/Bid Number: GEM/2025/B/6516833

दिनांक /Dated: 02-08-2025

# बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details		
बिड बंद होने की तारीख/समय /Bid End Date/Time	16-08-2025 11:00:00	
बिड खुलने की तारीख/समय /Bid Opening Date/Time	16-08-2025 11:30:00	
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)	
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Railways	
विभाग का नाम/Department Name	Indian Railways	
संगठन का नाम/Organisation Name	South East Central Railway	
कार्यालय का नाम/Office Name	Hq New General Manager Secr	
कुल मात्रा/Total Quantity	61	
वस्तु श्रेणी /Item Category	Thin Client Computers (V2) (Q2)	
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Exemption for Years of Experience and Turnover	No	
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Exemption for Years of Experience and Turnover	No	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Certificate (Requested in ATC),OEM Authorization Certificate *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)	
बिड लगाने की समय-सीमा बढ़ाने के लिए आवश्यक न्यूनतम सहभागी विक्रेताओं की संख्या। / Minimum number of bids required to disable automatic bid extension	I	
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7	



बिड विवरण/Bid Details		
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No	
बिड का प्रकार/Type of Bid	Single Packet Bid	
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days	
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No	
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation	
मध्यस्थता खंड/Arbitration Clause	No	
सुलह खंड/Mediation Clause	No	

### ईएमडी विवरण/EMD Detail

एडवाईजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	53550

#### र्डपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	38

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

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance securityshould be in favour of Beneficiary, wherever it is applicable.

## लाभार्थी /Beneficiary :

PFA/SECR/BILASPUR

HQ NEW GENERAL MANAGER SECR, Indian Railways, South East Central Railway, Ministry of Railways (Pfa/secr/bilaspur)

### विभाजन/Splitting



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

# एमआईआई खरीद वरीयता/MII Purchase Preference

एमआईआई खरीद वरीयता/MII Purchase Preference	Ves
रिमजाइजाइ खराद वरायता/ागा Purchase Preference	Yes

#### एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference Yes	एमएसई खरीद वरीयता/MSE Purchase Preference
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- 1. Preference to Make In India products (For bids < 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023.
- OM No.1 4 2021 PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.
- 2. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 OM No.1 4 2021 PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
- 3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

#### Thin Client Computers (V2) (61 pieces)

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)



# तकनीकी विशिष्टियाँ /Technical Specifications

# \* जेम केटेगरी विशिष्टि के अनुसार / As per GeM Category Specification

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)		
Configuration	Type of Thin Client	Desktop		
	Processor (Fanless Model)	Intel, AMD, ARM Or higher		
	Chipset	Intel, AMD, ARM Cortex A53/A55 Or higher		
	Operating system, Number of Core & Processor Speed	Linux with browser, Quad core, min 2.0 Ghz		
	Graphics	Integrated		
	Type of RAM	DDR3, DDR4 Or higher		
	RAM Size (GB)	4, 8, 16 Or higher		
	Type of usable Flash /SSD/DoM Memroy in primary slot	MLC OP SATA		
	Usable Flash/SSD/DoM Memory (GB)	32, 64, 128, 256, 512 Or higher		
	Type of Redundant Flash/SSD/DoM (in slot other than primary)	MLC OP SATA		
	Redundant Flash/SSD/DoM Memory (GB)	32, 64, 128, 256, 512 Or higher		
	Construction	Vertical/Book End, Horizontal Or higher		
Display/Monitor	Display / Monitor	Available		
	Display Type	Integrated in case of Mobile Thin Client, Discrete in case of Desktop Thin Client, Integrated in case of All-in-One Thin Client, TFT Screen, TFT/LCD/LED color monitor Or higher		
	Display Size (Inch)	18.5, 19, 19.5, 20, 21.5, 22, 23, 23.8, 24, 25, 27, 29.8, 31.5, 34, 37.5, 42.5, 43 Or higher		
	Display Resolution (Pixels)	800 x 600, 880 x 600, 1366 x 768, 1440 x 900, 1280 x 1024, 1600 x 900, 1680 x 1050, 1920 x 1080, 1920 x 1200, 2560 x 1600, 3440 x 1440, 3840 x 1600, 7680 x 4320 Or higher		
Ports & Connectivity	USB port 2 point 0 (Nos)	6 Or higher		
	USB port 3 point 0 or higher (Nos)	1, 2, 3, 4, 5, 6 Or higher		
	USB Type C Port (Nos)	0, 1, 2 Or higher		
	Serial Port (Nos)	2 Or higher		
	Parallel Port (Nos)	1, 2 Or higher		
	VGA Port (Nos)	1, 2 Or higher		
	DVI Port (Nos)	0, 1, 2 Or higher		



विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)	
	HDMI Port (Nos)	1, 2 Or higher	
	Display Port (Nos)	0, 1, 2 Or higher	
	Networking port	Ethernet 10/100/1000, 10/100/1000 Mbps Auto sensing LAN Interface Or higher	
	Audio Port	Single audio/single 3.5mm port for Mic in and speak out, Mic in and speaker out Or higher	
	Wi-Fi Connectivity	802.11a/b/g/n, 802.11ac, NA Or higher	
Input Output	Keyboard Connectivity	Wired, Wireless Or higher	
Devices	Type of Keyboard	PS2/USB based 104/107 Keys Mechanical keyboard	
	Mouse Connectivity	Wired, Wireless Or higher	
	Type of Mouse	2 Button Optical Scroll with USB Interface	
Certification/Test Reports	Type of Lab which carried out test of complete product to prove the conformity of product as per specifications	OEM	
	Certifications Available	BIS Registration under CRS of Meity, RoHS	
	Agree to provide all relevant documents ie Test Reports/Supporting Documents/Reports etc to the buyer at the time of bidding or on demand	Yes	
Additional Features	Compatibility	Compatibility with Sybase Anywhere (ASA version 1 or above), CRIS application in C,C++ Java and Web Based Indian Language printing support, VT100/VT220/VT320 emulation support for UTS local application display	
	Emulation	for PRS, VT100/VT200/VT320 emulation support over RS232/LAN through telnet with PRS forms downloading feature, Answer back support (in disal mode) over telnet, ISCII 83 for printing PRS tickets, Programmable Function key should not be supported in Emulation, Support for Barcode Printing (both for 1D and 2D) through Escape Sequence in Terminal Emulation, Support for RFID Smart Card Reading as per CRIS Recruitment through Escape Sequence in Terminal Emulation, Capability of Printing both ASC and ISCII Characters, SCII should support Printing of ISCII 83 and ISCII 88 codes (Chart printing in Hindi well as English), For UTS, VT100/VT200/VT320 emulation support through Telnet with Forms downloading feature, Separate login to be provided for UTS and PRS through Emulation	
	Networking Protocols	TCP/IP with DNS and DHCP, Point to Point Protocol (PPP), Support for scp, ssh, cron	
	Terminal Server Protocol	NA	



विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)		
	Operating System & Management Software	All the drivers for peripherals like display, printer and networking components. Local terminal configuration utility, JRE version 1.6 and 1.8 or above (JRE 1.6 for SMC and JRE 1.8 or above for Modernize PRS), JRE version 1.8 or above, Latest version of Mozilla Firefor browser available with provided kernel version and with interaction with peripherals devices like POS machine, card reader, scanner etc and option to import security certificates. Kernel should support minimum Mozilla version 95. Option to upgrade should be available., Linux LPR printing facility shoul be installed, Utility to monitor flash memory PE cycles/TBW		
	Remote Manageability	Administrator should be able to do a remote installation from a central location, management of operating system, updates patches and application software of all thin clients, asset information, Administrator should be able to Remotely Control Network Setting, Power Option and Restart Option		
	Security	Password Protected Local Terminal Configuration		
	Other Support	Multi Session/Multi Host Support		
	Printing support	Bi-Directional Printing Support, ISCII Support (for Printing in Hindi), USB Printing Support		
	Upgrades	NA		
Power	Power Supply for Thin Client (Watts)	0.0 - 65.0 Or lower		
	Power Supply for Monitor, if applicable (Watts)	0.0 - 30.0 Or lower		
	Input Supply	Internal SMPS/External 110-240 V or 90 - 264V, 50Hz		
Warranty/Service	On Site OEM Warranty(Year)	3, 4, 5 Or higher		
	Warranty Should start from the date of Supply	Yes		
	24 Hours x 7 Days Customer Support including part replacement, OS & Browser patch upgrades	Yes		
	Time to attend defective equipment after lodging the complaint	Within 12 Hours		
	Facility of regional hub at Kolkata for providing warranty support	NA		



# परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती / रिपोर्टिंग अधिकारी / Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Dev Prasad Dhruw	492008,DRM Office , South East Central Railway	61	45

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

## 1. Inspection

**Nominated Inspection Agency:** On behalf of the Buyer organization, any one of the following Inspection Agency would be conducting inspection of stores before acceptance: Pre-dispatch Inspection at Seller Premises (applicable only if pre-dispatch inspection clause has been selected in ATC):

**RITES** 

Post Receipt Inspection at consignee site before acceptance of stores: NA

## 2. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

#### 3. Forms of EMD and PBG

Bidders can also submit the EMD with Banker's Cheque in favour of

PFA/SECR/Bilaspur payable at Raipur

Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

#### 4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

The additional terms and condition :-

- 1. Performance: The Bidder or its OEM {themselves or through re-seller(s) should have supplied the same Products for 20% of bid quantity, in each of the last three Financial years before the bid opening date to an y Division/Zone of IR. Copies of relevant contracts along with successful working certificate to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.
- 2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied the UTS cum PRS thin clients to Indian Railways for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with the bid in support of having supplied some quantity during each of the last three Financial years. In case of bunch bids, the category of primary product having highest value should meet this criterion.



- 3. If the supplier is not Original Equipment Manufacturer (OEM) then tender specific Authorization letter from the OEM with availability of support and spares for codal life' of equipment should be provided by the supplier.
- 4. Operating System provided over thin clients should be developed & customized by the bidder as per Railway requirement. In case, bidder is not the developer of operating System then back-to-back agreeme nt should be provided from the operating System developer which should explicitly state that the develop er will provide support on the given Operating System for 5 years from the date of delivery of the product.
- 5. Service & Support: OEM / bidder should have service support in Chhattisgarh for the last 5 years. Docum ent should be submitted in this regard.
- 6. Material to be supplied at Raipur Railway Station. Ch.OS/Sr.DCM/R, Mob-9752877997.

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#### 5. Generic

Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

### 6. Generic

Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

#### 7. Generic

While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

#### 8. Buyer Added Bid Specific ATC

Buyer uploaded ATC document Click here to view the file.

# अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

- 1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
- 2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
- 3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
- 4. Creating BoQ bid for single item.
- 5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
- 6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
- 7. Floating / creation of work contracts as Custom Bids in Services.
- 8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for <u>attached categories</u>, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
- 9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
- 10. Seeking experience from specific organization / department / institute only or from foreign / export experience.



- 11. Creating bid for items from irrelevant categories.
- 12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
- 13. Reference of conditions published on any external site or reference to external documents/clauses.
- 14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
- 15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
- 16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

यह बिंड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by the General Terms and Conditions

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---



Requisition No. SECR-052013-25-00098 Dated -28.05.2025 Please add the following additional terms and condition in the above requisition.

- 1. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied the same Products for 20% of bid quantity, in each of the last three Financial years before the bid opening date to any Division/Zone of IR. Copies of relevant contracts along with successful working certificate to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.
- 2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied the UTS cum PRS thin clients to Indian Railways for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with the bid in support of having supplied some quantity during each of the last three Financial years. In case of bunch bids, the category of primary product having highest value should meet this criterion.
- If the supplier is not Original Equipment Manufacturer (OEM) then tender specific Authorization letter from the OEM with availability of support and spares for codal life of equipment should be provided by the supplier.
- 4. Operating System provided over thin clients should be developed & customized by the bidder as per Railway requirement. In case, bidder is not the developer of Operating System then back-to-back agreement should be provided from the Operating System developer which should explicitly state that the developer will provide support on the given Operating System for 5 years from the date of delivery of the product.
- 5. Service & Support: OEM / bidder should have service support in Chhattisgarh for the last 5 years. Document should be submitted in this regard.

6. Inspection by RITES.

सह्य, मंडलचार्किय प्रबंधक Asstt. Divl. Gomini. Manager द.पू.म. रेलवे, रायपुर S.E.C. Rly, Raipur

