



इंडियन रेलवे कैंटरिंग एवं टूरिज्म कॉरपोरेशन लिमिटेड
(भारत सरकार का उद्यम—मिनी रत्न)
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise-Mini Ratna)

"CIN-L74899DL1999GO1101707", E-mail : info@irctc.com, Website: www.irctc.com

No. IRCTC/ITC/IT(NGeT)/3/2025/IT/ITC E.C.#46072

Dated: 16.04.2025

Kind Attn: Sh. Yaman Bahuguna (AGM/Sales)
M/s. Niveshan Technologies India Private Limited.
First Floor, Block B1, H7, NH-19, Block B-1,
Mohan Cooperative Industrial Estate,
New Delhi, Delhi 110044.
E-mail: yaman@ntplindia.in

Sub: Letter of Award (LOA) for Procurement of 6 nos. of Servers & 2 nos. of Switches.

Ref: 1. Your proposal submitted dated 03.04.2025.
2. Your revised quote submitted through e-mail dated 08.04.2025.

With reference to the above-mentioned subject, contract for **Procurement of 6 nos. of Servers & 2 nos. of Switches** is placed to you as per the following Terms and Conditions: -

S.N.	Description	Remarks
1.	Details of works	Supply, installation and warranty support for 6 nos. of Servers & 2 nos. of network Switches. Refer Annexure-I for more details.
2.	Total Contract Value	Rs. 1,29,56,482/- excluding GST
3.	Period of Contract	As per Annexure-I .
4.	Delivery Timeline-	As per Annexure-I .
5.	Consignee & Delivery Address	As per Annexure-I .
6.	Service Levels and Penalty	As per Annexure-I .
7.	Payment Terms	As per Annexure-I .
8.	Security Deposit	5% of the contract value i.e. Rs. 7,64,432 /- (Rupees Seven Lakhs Sixty Four Thousand Four Hundred Thirty Two Only) shall be deposited with IRCTC in the form of security deposit (through Demand draft/Online Bank transfer/Bank Guarantee) within 15 (Fifteen) days from the issuance of LOA. For making online payment the bank mandate form is attached in Annexure-I . Bank Guarantee format is also placed in Annexure-I .
9.	Signing of Service Agreement/ agreement contract and Non-Disclosure Agreement	Within 7-days from the date of issuance of LOA. As per Annexure-I .
10.	Detailed SoR	As per Annexure-II .

All terms and conditions shall be applicable as per Tender document.

Kindly acknowledge the receipt of this letter and convey your acceptance with submission of SD. This issues with finance vetting and approval of competent authority.

(Suresh Kumar Sharma)
GGM/Services

Copy to:

1. GGM/IT-I, GGM/Fin. - For information please.





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Annexure-II

Detailed Schedule of Rate

Ref: LOA No. IRCTC/ITC/IT(NGeT)/3/2025/IT/ITC E.C.#46072, dated-16.04.2025.

S. No.	Description	Make & Model	Qty.	Per Unit	Total Price
1	Server	HPE DL 380	6	13,48,491	80,90,949
2	One Time Implementation Cost for Servers	-	1	1,33,333	1,33,333
3	Switch	Alcatel OS6900-V48	2	22,26,100	44,52,000
4	One Time Implementation Cost for Switches	-	1	2,80,000	2,80,000
				Total (Excluding Taxes)	1,29,56,482



Annexure-I**Scope of Work (SoW):**

1. Supply, Transportation and insurance to the site, Installation & Integration, configuration of setup and processes, Acceptance Testing, Performance Tuning and Commissioning of server hardware and network switches as per deployment architecture, Scope of Work, Schedule of Rates, technical specifications, Acceptance and Test procedure for the NGeT Data Center, CRIS, Chanakyapuri, New Delhi as per Delivery Schedule and Consignee details provided in this annexure.
2. Supply of all necessary accessories viz. appropriate cables/power supply cords/wires along with PDU connectors, SFP+ etc. required for installation and commissioning of server hardware and network switches and Structured LAN. Hardware and licenses of all items should be complete in all respect as per technical specifications.
3. Provide required technical support and the OEM resources, if required, of the supplied server hardware and network switches for integration with other infrastructure components of NGeT.
4. To carry out the scope of work, the bidder has to nominate a technical manager and technical team which should have expertise on all the supplied server hardware and network switches.
5. Installation and structure cabling laying out shall be done as per the finalized deployment plan discussed with CRIS/IRCTC Team.
6. Cabling Work, which shall involve -inside the Rack cabling connecting the servers to the network jack panel/Top of the Rack Switches etc. as per industry standard and connecting power cables to the power source provided by CRIS and labelling of all cables. It shall also involve Laying of fibre cables for storage connectivity from the Servers as per deployment architecture (including existing servers if required) to the SAN switches, from SAN switches to storage, creation of VLAN (zoning), tunnel as per requirement. All required cables etc. need to be provided by the bidder.
7. The installation of the server hardware and network switches shall be done by the supplier along with OEMs onsite/offsite resources, if so required, as a planned activity on a date & time decided by CRIS.
8. OEM shall suggest relevant network & security features available in supplied network switches that can be utilized in NGeT DC for improving the reliability, high availability, performance & security of NGeT DC. OEM shall make available their technical expert online through a remote session/Webex/video conferencing for providing implementation support during the installation of network switches in NGeT DC.
9. The bidder along with respective OEMs shall provide full support (carry out necessary configurations) during installation and configuration of other software components (community or sourced through separate procurement process), which shall be deployed on the server hardware provided by the bidder.
10. The bidder along with respective OEMs shall provide full support during the deployment of NGeT application on the integrated platform.
11. Warranty Support:
 - a) Warranty Support of server hardware shall be valid for a period of 05 years from the date of Final Acceptance, whereas warranty support of network switches shall be valid for a period of 03 years from the date of Final Acceptance. The date of start of warranty support shall be from date of Final Acceptance.



- b) Maintenance coverage will be on 24 x 7 basis.
- c) Bidder shall nominate an Account Manager/Senior functionary as single point of contact for day-to-day coordination with CRIS throughout the maintenance period.
- d) The bidder also has to allocate technical team having expertise in all supplied items.
- e) The bidder will provide escalation mechanism with complete details including address, phone number (office as well as residential), mobile number etc. of the allocated resources.
- f) 24x7 comprehensive onsite OEM warranty with proactive support along with dedicated service delivery team, priority call handling, half yearly review of service delivery, patches & firmware analysis of system and system health check report and implementation. For ensuring this, the bidder will have tie-ups with the respective OEMs for the entire period of Warranty support in accordance with the service levels defined in this section.
- g) The bidder shall provide and install updates and upgrades for the supplied items as and when released by the OEM (latest patches). Software updates/upgrades shall also be done keeping in view advancement in technology, shortcomings of the system, security vulnerabilities, or changes required for improving functional efficiency and security level of the system. The bidder should ensure that the security patches are applied after every re installation/maintenance activity. The plan for any upgrade duly approved by OEM(s), should be submitted to CRIS in advance along with rollback plan for approval. The activity should be planned in coordination and approval of CRIS. Depending on criticality of activity, on instructions from CRIS, the bidder shall arrange the OEM resource at the site. The bidder shall ensure complete rollback to original status in case of problem and shall take necessary system backups before any activity of hardware/SW upgrade/Changes in configuration etc.
- h) The bidder shall carry out the configuration changes for the complete ICT infrastructure as per requirement given by CRIS and shall follow Change Control Process which shall be jointly defined with CRIS.
- i) In case of a failure or degraded performance, a detailed incident report including analysis should be prepared in consultation with the OEM of the respective product(s) with an objective to avoid similar failures in future. Preliminary report should be submitted within 24 hours. A detailed technical report along with RCA will have to be submitted to CRIS within one week.
- j) Bidder if required shall maintain their own inventory of spares to give fast and efficient service as per defined SLA'S. CRIS shall not procure or stock any spares. Bidder/OEM should also share details of inventory arrangement with CRIS. Bidder shall arrange its own tools and test equipment for the maintenance service.
- k) Bidder shall depute OEM resources, if required, for any activity planned in the Data centre affecting the working of NGET application.
- l) The bidder should submit the complaint lodging details of all supplied items from the respective OEM's along with OEM's support escalation matrix.
- m) Bidder shall carry out Preventive Maintenance Schedule once in a **six month** for complete ICT infrastructure in off-peak hours, which will include the following:
 - Diagnostic tests to check all servers by running the console diagnostics tests to check hardware (CPU, Memory and I/O controllers).
 - Shall use diagnostic software or alternative facilities to diagnose and analyze predictive failures in the disk drive of servers.



- Proactive Firmware and software patch analysis should be performed and pending patches should be verified and categorized as critical, high priority and required categories for taking action accordingly.
- System software (including OS) parameters and other configuration/best practices should be verified with the recommended values/practices and deviation should be identified.
- Security related audit should be performed as per the guideline provided by CRIS security team. Any deviation may be rectified in coordination with CRIS.
- Check and clean fan/blowers and power supplies for proper functioning.
- Perform physical inspection to see that all peripheral devices are in no fault condition. If any fault is detected during diagnostics, then take necessary steps to rectify it and replace it, if required.
- Analyse error log for errors reported since previous Preventive Maintenance activity. If any errors are observed in error log, analyse them in detail and carry out necessary activities to eliminate them.
- A Preventive Maintenance (PM) report, which highlights the findings & follow-up actions, will be furnished to CRIS within one week.

Important for Bidder: In case during the warranty period if it is observed that any of the supplied equipment is not able to meet the specifications prescribed in the tender document, the bidder, at its own cost, shall replace that equipment with higher end equipment meeting the technical specifications.

12. Backend Support from OEMs

a) During the warranty support period, the bidder shall have a back-to-back support from the OEM for **Server hardware** to ensure the following support from OEM:

- Proactive mission critical support/Data centre Care Support/Highest level of support available with OEMs for server hardware to maintain the defined Service Levels.
- 6-Hour CTR (Call to Resolution) on 24/7 basis.
- Provision to log complaints/ open support cases and draw trouble shooting services directly with OEMs through Phone/Email/Web depending on the criticality and nature of the Problem.
- Updates of firmware software – The OEM has to deploy the update as released on-site.
- Root Cause Analysis of all failures – a preliminary report shall be submitted within 24 hours of the failure and a detailed technical analysis report on the root cause from OEM shall be submitted within one week from the date of failure.
- Provision to automatic logging of complaints/ open support cases directly with OEM for the supplied Servers will be responsibility of the bidder. Near real time monitoring and proactive monitoring of system and automatic relay of issues to OEM solution centre and remote troubleshooting.
- On-site support of OEM for troubleshooting in case of critical failures, especially for the failures extending beyond the permissible downtime.
- OEM has to nominate a project manager and technical resources to ensure the above. The OEM has to share the escalation matrix.

b) During the warranty support period, the bidder shall have a back-to-back support from the **OEM for network switches** to ensure the following support from OEM:



- Premium support for critical equipment (Equipment whose failure can result in total service failure) with 8 hours call to resolution.
- 24 by 7 escalation support to be provided through Phone, Email or Site visit depending on the criticality and nature of the Problem.
- Guaranteed delivery of spare parts so as to meet the SLAs.
- Provision to log complaints/ open support cases and draw trouble shooting services directly from OEM through Phone/Email/Web depending on the criticality and nature of the Problem.
- Updates and upgrades of operating software, signature database, bug-fixes and patches.
- Performance Tuning of the equipment.
- Configuration support to implement required functionalities and to achieve optimum performance.
- On-site support of OEM for Troubleshooting in case of critical failures, especially for the failures extending beyond the permissible downtime.
- Root Cause Analysis of failure and/or incidents along with an Action taken Report to prevent recurrence of similar failures/incidents in future.

Schedule of Rate (SoR):

Please refer [Annexure-II](#).

Delivery Conditions, Project Implementation Schedule and Liquidated Damages

Delivery Conditions and Project Implementation Schedule:

S. No.	Task Description Schedule	Weeks from date of issue of Purchase Order (D) for completion
1	Detail Study of Site and Submission of Power/Space and Network requirements for Rack Servers	D+2
2	Supply of equipment as specified in SoR	D+2 (for Switches) D+3 (for Servers) [D1]
3	Installation and configuration of all supplied rack servers and switches at NGET site along with preparation of installation report.	D1 + 2
4	Final Acceptance Test Procedure for at NGeT site deployment.	D1 + 3
5	OS Deployment for the supplied Servers (To be done by CRIS) and testing by CRIS with technical support if required by Bidder and OEM.	D1 + 4



Liquidated Damages:**a) LD on Delay in Supply of Products**

Any delay by the successful bidder in the performance of the delivery obligations shall render the bidder liable to any of the following penalties: -

- In the event of bidder's failure to supply the said products and services of acceptable quality and specifications and full quantity within above specified period from the date of Letter of Award, IRCTC shall be at the liberty to recover liquidated damages to be levied @ 0.5% of the "Total Contract Value" per week or part thereof subject to a maximum of 10% of the "Total Contract Value".
- Encashment of PBG and/or Security Deposit.

b) LD on Delay in Installation:

In addition to (a) above, any delay by the successful bidder in the systems commissioning of supplied products shall also render the bidder liable to any of the following penalties: -

- In the event of bidder's failure to successfully commission the supplied products within above specified period from the date of supply of supply the said products and services of acceptable quality and specifications and full quantity, LD shall be levied on the bidder @ 0.5% of the "Total Contract Value" per week or part thereof for delay in system commissioning.
 - Encashment of PBG and/or Security Deposit.
- c) For the purpose of calculation of LD, part of week will be treated as a week for this purpose.
- d) Liquidated damages shall be calculated on the "**Total Contract Value**" comprising of value of products cost with warranty services, installation & commissioning charges, and training charges. The supply for the products/services shall be taken as complete only after the last instalment of supply has been made.
- e) Delay on part of IRCTC/CRIS shall not be accounted on bidder's part. However, this shall be the responsibility of the bidder to inform and prove that the delay is on part of IRCTC/CRIS.

Consignee& Delivery Address:

Consignee:	Group General Manager/IT-2 Internet Ticketing Department, IRCTC Ltd. 2 nd Floor, Tower D, World Trade Center, Nauroji Nagar, New Delhi 110029.
Delivery:	General Manager/NGeT Centre for Railway Information System (CRIS), Chanakyapuri, New Delhi 110021



Payment Terms:

a) The following shall be the schedule of payments to the bidder: -

S. NO.	Schedule	Milestone	Payment Schedule (Ref: GeM BoQ)
1.	First Instalment	a) Delivery of all the products by the bidder in good condition, and successful completion of preliminary Testing, and b) Submission of PBG/Security Deposit, and c) Submission of OEM's documentary proof for Warranty & support Services for products.	70% of the total cost of products
2.	Second Instalment	a) Successful Installation and Final Acceptance and submission of Final Acceptance Certificate, and b) Submission of OEM Certificate for installation and Configuration, and other required documentation, and c) Submission of OEM's documentary proof for Warranty & support Services for products.	a) Balance 30% of total cost of products, and b) 100% of cost of Installation Services

- b) Payments to the bidder shall be made by IRCTC after receiving the proper invoices from successful bidder. Invoice must include all the particulars as required under the GST Act and Rules.
- c) No payments shall be made to bidder in case of non-submission of PBG/Security Deposit by the successful bidder and execution of service and NDA agreement.
- d) Payments shall be subject to deductions of any amount for which bidder is liable to pay penalty as per Service Levels & Penalties and Liquidated Damages clauses.
- e) All payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the Income-Tax Act, and any other taxes.
- f) The bidder 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.

Inspection and Acceptance Testing

The inspection and acceptance procedure (ATP) for the item supplied as per SoR shall be carried out jointly by the consignee or its nominated representative and the vendor as per details given below.

Preliminary Testing

- a) Physical verification of equipment/components as per the Bill of Material (BoM) supplied against SoR.
- b) Physical inspection of the equipment/components for any physical damage.



- c) "Power on self-test" for all equipment to ascertain that no equipment is dead on arrival.
- d) Physical verification of software media, licenses and documentation (which shall also include Installation tie-up and warranty certificates from OEM) as per tender.
- e) Preliminary Testing certificate to be signed jointly by CRIS and bidder.

Final Acceptance Testing

- a) The procedure for Final Acceptance shall be carried out in accordance with the following deliverables:
 - Verification of supplied items against item-wise compliance on technical specifications.
 - Demonstration of features specified in technical specifications for all components.
 - Installation and configuration of supplied items as given in scope of work and deployment architecture.
 - Submission of Installation Report clearly indicating the installation of supplied items.
- b) Final acceptance certificate to be signed jointly by IRCTC, CRIS and representative of the bidder.

Service Level and penalties

A. SLA for Server Hardware:

- The bidder shall provide the OEM Support as per 6-Hour CTR (Call to Resolution) on 24/7 basis for all servers and switches.
- The bidder shall ensure that the entire process of logging of support call by IRCTC/CRIS with OEM Help Desk/Customer Technical Support Center to replacement of faulty server and switch by respective OEM is completed within of 6-Hours.
- Time taken by IRCTC/CRIS for sharing the logs and providing downtime window for call resolution will not be taken into account for calculation of CTR window.
- In the event of server/switch failure, it should be repaired/replaced in as per defined CTR SLA (subject to availability of downtime), beyond which the Equipment shall be considered as down and shall attract penalty as defined in 'Individual device failure' item of the – titled "**B. SLA Breach Penalty**".
- Further, in the event of a part failure i.e., CPU/memory card etc (which does not lead to failure of Equipment) the part should be installed/replaced as per defined CTR SLA (subject to availability of downtime), beyond which the equipment shall be considered as down and shall attract penalty as defined in 'Part failure' item of the– titled "**B. SLA Breach Penalty**".
- Bidder, if required, shall maintain their own inventory of spares to give fast and efficient service as per defined Service Levels. IRCTC shall not procure or stock any spares.



B. SLA Breach Penalty:

Equipment/Part failure shall be applied as per table given below:

#	Type of Failure	SLA	Penalty
1	Device (Server) failure	As per 6 Hr CTR	Rs. 5,000 /- per hour of downtime exceeding the defined Service Levels (on pro rata basis)
2	Part failure (Server)	As per 6 Hr CTR	Rs. 3,000 /- per hour of downtime exceeding the defined Service Levels (on pro rata basis)
3	Device (Network Switches) failure	As per 6 Hr CTR	Rs. 5,000/- per hour of downtime exceeding the defined Service Levels (on pro rata basis)

The overall penalties shall be capped at 10% of the full contract value including taxes, duties etc. which will be in addition to any applicable Liquidated Damages. IRCTC shall raise a Penalty invoice against the successful bidder in case of SLA breach. The successful bidder shall be required to pay the penalty amount to IRCTC within 30-days, in failure of which IRCTC will reserve the right to recover the penalty amount from the invoices and/or Security Deposit and/or any other payment due to the bidder by IRCTC against any other contract. In case the total penalty exceeds the maximum limit, IRCTC reserves the right to cancel the contract and forfeit the Security Deposit and/or Performance Bank Guarantee.

Technical Specifications:**Rack Servers:**

S. No.	Item	Description
1	CPU / Socket	2 Nos. Intel Xeon / AMD EPYC latest Processors with minimum 32 Cores each with 2.4 GHz Base Frequency and 36 MB Cache. The Processors must support the following or equivalent features - Intel VT/AMD-V - Intel VT-d/AMD-Vi - Deep Learning Boost/CPU Core Boost - Trusted Execution Technology (TXT)/ SKINIT - Resource Director Technology (RDT)/ AMD Platform Quality of Service (AMD QoS) - Volume Management Device (VMD)/Linux / Windows based Storage Management Offered server must has been listed in industry standard benchmark like SPEC etc..
2	Clock Speed	2.4 GHz or above
3	Main Memory	Minimum of 1024 GB expandable to 2048 GB using 64 GB DIMM of DDR5 -4800 MHz or better. Vendor shall make sure Memory Configuration is Balanced.



4	Memory RAS	64 GB DIMM of DDR5 -4800 MHz or better. Should have the advanced RAS features such as Error Correction Code (ECC)/Memory Address Parity Protection/ Memory Sparring/ Memory Mirroring
5	Ethernet Ports/ converged Network Adapter Ports	4 x 10/25 Gigabit Ethernet Ports with RoCE v2 capabilities on-board or via a full bandwidth PCI-e 4.0 card. All the 4 ports should not be provided through a single card. It should support DPDK and SR-IOV features.
6	FC Ports/ HBA	Minimum 2 nos. of physical 32 Gbps Dual Port Fiber Channel Cards with NVMe over FC capabilities
7	I/O Slots Expansion Slots	5 x PCIe slots in each server
8	Internal Disks	2 X 1.92 TB SSD with DWPD 3 and above and 4 X 3.84 TB
9	Hard Disk Controller	Min 4Gb cache on Internal SAS/SATA Controller is required with Supports RAID 0, 1,5, 10,6 etc.
10	Management Console	Dedicated 10/100 mbps or 1000 mbps Ethernet port for out of band management via Web based remote interface and remote console or Top of Rack Switch. 1. The management software should be provided with system to manage system via console or web-management having dedicated management Ethernet. 2. The software should provide Role-based (admin, user, operator, etc) security which allows effective delegation of management responsibilities by giving systems administrator's granular control. 3. Should help to identify out-of-date BIOS, drivers, and Server M agents and enable the remote update of system software/firmware components. 4. Should provision for a single console to monitor the server 5. Should have a feature of Remote Power OFF/ON. 6. Should notify any Hardware failure in management software.
11	Power supply	Dual & redundant hot plug
12	System fans	Redundant hot plug
13	Form Factor	2U Rack Server or better Models with Rail Kits
14	OSC Support	The server should support latest version of Red Hat Enterprise Linux, MS Windows server, SUSE Linux
15	Virtualization Support	The server should support latest version of VMware vSphere, Microsoft Virtualization, Red Hat Virtualization.
16	Connectors and Cables	All necessary FC and 25G cables & connectors to be provided for supplied equipment.



17	Industry Standard Compliance	Should support Microsoft® Logo certifications, USB 3.0 Compliant, PXE (Preboot Execution Environment) support enabled, TPM 2.0 (Trusted Platform Module) Support, IEEE (specific IEEE standards depending on Ethernet adapter card(s) installed), SNMP, SSL 2.0, DMTF Systems Management Architecture for Server Hardware Command Line Protocol (SMASH CLP), Active Directory v1.0, PCIe 5.0 and UEFI (Unified Extensible Firmware Interface)
18	Warranty	5 years 24 X 7 for 6 Hr call to resolution
19	Security	1- For firmware security, system should support Hardware Silicon Root of trust. This feature should be immutable 2- System should provide firmware upgrade and rollback, if required. The security feature of Cryptographically signed firmware, UEFI Secure Boot and Secure Start support, Secure Erase, System Lockdown, FIPS 140-2, TPM 1.2/2.0, and NIST SP 800-147B ("BIOS Protection Guidelines for Servers") should be available

Network Switches:

Technical Specification: Network Switch L-2/L-3 Switch (2 x 40 Gig + 24 x 10/25 Gig LAN; Forwarding bandwidth 1.36 Tbps with RPS)	
Sr. No.	Item Description
General Requirements	
1	The Switch shall be designed for continuous operations. The bidder shall furnish the MTBF (Mean Time Between Failure) predicted and observed values along with calculations by the manufacturer.
2	In case of full system failure, Switch shall maintain a trace area in the NVRAM / Flash which would be used for analysis / diagnosis of the problem.
3	Switch shall have built in power-on diagnostics system to detect hardware failures.
4	Switch shall have suitable Visual Indicators for diagnostics and healthy / unhealthy status of Ports & modules.
Hardware Capabilities & High Availability Features:	
5	Switch shall have 02 nos. 40G Base-SR4 ports complying to IEEE 802.3ba standard which is able to drive the link up to 100 m at a speed of 40 Gbps on a Multi-Mode Fibre. The hardware of all these ports should be complete in all respect.
6	Switch shall have 24 nos. 10G Base-X/25G Base-SR ports complying to IEEE 802.3ae/IEEE 802.3by standard which is able to drive the link up to 100 m at a speed of 10/25 Gbps on a Multi-Mode Fibre. The hardware of all these ports should be complete in all respect.
7	The switching fabric for all the LAN ports shall be non-blocking and each port shall run at wirespeed / line-rate.
8	Switch shall have 1.36 Tbps forwarding bandwidth at Layer-2/3 switching fabric. The performance of the switch shall not degrade for IPv4 and IPv6 individually as well as for dual stack operations (IPv4 & IPv6).
9	Switch shall have minimum of 1.012 Billion packets (64 Byte)/576.6 Million packets (128 Byte)/308.04 Million packets (256 Byte) per second forwarding. The performance of the



	switch shall not degrade for IPv4 and IPv6 individually as well as for dual stack operations (IPv4 & IPv6).
10	Switch shall support minimum 24,000 active IPv4 and 12,000 IPv6 routes.
11	The switch hardware shall be designed to run both IPv4 & IPv6 simultaneously (Dual Stack) from day one.
12	Switch shall be capable of working with AC Power supply with a Voltage varying from 200 – 240 Volts at 50 +/- 2 Hz.
13	Switch shall have internal Redundant Power Supply (RPS). The primary as well as redundant power supply shall be hot swappable and no downtime / reboot shall be required for addition / removal of power supply module.
14	Switch shall have Hot Swappable Fan Tray.
15	Switch shall support 19" rack mountings.
	Functional Requirements:
	Switch shall have following Layer-2 features:
	a. IEEE 802.1Q VLAN tagging.
	b. 802. 1Q VLAN on all ports with support for minimum 3900 VLANs.
	c. Support for minimum 30,000 MAC addresses
	d. Self learning of unicast mac addresses and associated VLANs
16	e. Jumbo frames up to 9000 bytes
	f. Link Aggregation Control Protocol (LACP) as per IEEE 802.3ad.
	g. Minimum 16 Multi-link Trunks with 4 links per multi-link group.
	h. "Port Spanning" functionality for measurements using a network analyzer.
	i. Broadcast, Multicast and Unicast storm control on per port basis to prevent degradation of overall system performance occurred due to faulty end stations.
	Switch shall have following Layer-3 features:
	a. Inter-VLAN IP routing for full layer 3 routing between two or more VLANs.
17	b. IP unicast routing protocols (static, OSPFv3, BGP).
	c. Virtual Router Redundancy Protocol (VRRP)
	d. Classless Inter Domain Routing (CIDR)
	e. Variable Length Subnet Masking (VLSM)
18	Switch shall support aggregating multiple interfaces of different switches into a single logical aggregated link in order to implement uplinks with redundancy, higher throughput and to avoid broadcast loops.
19	Switch shall support NTP (Network Time Protocol) or SNTP (Simple Network Time Protocol) for date & time synchronization from NTP Server. The switch shall also be configured as NTP Server for serving the time
20	Switch shall support FTP / TFTP.
21	Switch shall support IGMP Version-2 & 3 as well as IGMP V-2 & 3 snooping.
	Quality of Service (QoS) Features:
22	Switch shall support classification and scheduling as per IEEE 802.1P on all ports.
23	Switch shall support minimum four hardware queues per port.
24	Switch shall support QoS configuration on per switch port basis.
25	Switch shall support classification and marking based on IP Type of Service (TOS) and DSCP
26	Switch shall provide traffic shaping and rate limiting features (for egress traffic) for specified Host, network, Applications using standard TCP/ UDP Ports etc.



	Security Features:
27	Switch shall support MAC Address based Filters / Access Control Lists (ACLs) on all switch ports.
28	Switch shall support Filters / Access Control Lists (ACLs) based on Network Address, Mask, Protocol Type and Socket Type on all switch ports
29	Switch shall support Port as well as VLAN based Filters / ACLs.
30	The Switch shall support authentication, authorization and accounting through RADIUS / TACACS+.
	Management Features
31	Switch shall have a console port with RS-232 Interface or RJ-45 interface for configuration and diagnostic purposes.
32	Switch shall be SNMP manageable with support for SNMP Version 2 and 3.
33	Switch shall support all the standard MIBs (MIB-I/II).
34	Switch shall support SSH Version-2 for Command Line Management.
35	Switch shall support System & Event logging functions as well as forwarding of these logs onto a separate Server for log management.
36	Switch shall support on-line software reconfiguration to implement changes without rebooting. Any changes in the configuration of switches related to Layer-2 & 3 functions, VLAN, STP, Security, QoS shall not require rebooting of the switch.
37	Switch shall have comprehensive debugging features required for software & hardware fault diagnosis.
38	Switch shall support multiple privilege levels to provide different levels of access on console port and SSH sessions.
	Switch shall support following in the user level of access i.e. the user with minimum privileges:
	i) Ping
	ii) SSHv2
	iii) Traceroute
39	iv) Display of pre-configured description / label on each interface.
	v) Display of Input and Output error statistics on all interfaces.
	vi) Display of Input and Output data rate statistics on all interfaces.
	vii) Display of Dynamic ARP table.
	viii) Display of MAC Address table.
	ix) Display of Routing Table.
	Regulatory Compliance
40	Switch shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 or equivalent Indian Standard like IS-13252:2010 or better for Safety requirements of Information Technology Equipment.
41	Switch shall conform to EN 55022/55032 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B or equivalent Indian Standard like IS 6873 (Part 7): 2012 or better for EMC (Electro Magnetic Compatibility) requirements.
42	Switch shall be manufactured in accordance with the international quality standards ISO 9001:2008 or latest valid ISO or equivalent Indian standard like BIS for which the manufacturer should be duly accredited.
	Product Certification required



43	Switch / Switch's Operating System should be tested and certified for EAL 2 / NDPP (Network Device Protection Profile)/NDcPP (Network Device collaborative Protection Profile) or above under Common Criteria Program for security related functions or under Indian Common Criteria Certification Scheme (IC3S) by STQC, DEIT, Govt. of India.
44	Warranty 3 years 24 X 7 for 6 Hr call to resolution

Note: Hardware of Servers and switches must be complete in all respect.

Confidentiality

The successful bidder shall sign a Non-Disclosure Agreement (NDA) with IRCTC, as per the format prescribed below, within 7-days from the date of issue of Purchase 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.

(To be executed on Non-Judicial Stamp Paper of Rs. 100 value)

CONFIDENTIALITY - CUM - NON DISCLOSURE AGREEMENT (NDA)

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 4th Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi-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 "....."
(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;
- 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 waive 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.

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 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 in 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

Internet Ticketing Center, IRCTC

State Entry Road, New Delhi 110055

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 and the parties hereby consent to the jurisdiction of Courts and/or Forums situated at New Delhi

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 understandings among the parties with respect to the subject matter hereof.

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. It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.



- 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.** This Agreement is governed by and shall be construed in accordance with the laws of India.
- 27. 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 Name of the Organization: Indian Railway Catering and Tourism Corporation Limited (IRCTC) Sign: Name: Designation: Witnessed by: Sign: Name: Designation:	For and on behalf of RECIPIENT Name of the Organization: Sign: Name: Designation: Witnessed by: Sign: Name: Designation:
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Service Agreement

SERVICE AGREEMENT FORMAT

THIS AGREEMENT is made the _____ day of _____ 2025 and shall be effective from _____

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 and permitted assigns of the First Part.



AND

The Party _____ (hereinafter referred to as "the Contractor") which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include their successors and permitted assigns having its registered office at _____ of the Second Part.

WHEREAS

- a) The Purchaser had invited offer from Contractor for " _____ " vide its email dated.....
- b) The Contractor had submitted its proposal in the above said bid (hereinafter referred to as the 'Tender') for the provision of such services in accordance with its proposal as set out in its Tender and in accordance with the terms and conditions of the Tender and this Contract.
- c) The Purchaser has agreed to appoint the Contractor for the provision of such services and the Contractor 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 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 referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:
 - a) Purchase Order including Annexure-I and II
 - b) Offers submitted by the Contractor (both original and revised)
3. In consideration of the payments to be made by the Purchaser to the Contractor as hereinafter mentioned, the Contractor 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.
4. The Purchaser hereby covenants to pay the Contractor 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

Signed, Sealed and Delivered by the said



(For the IRCTC) in the presence of:	(For the Contractor) in the presence of:
_____ (WITNESS)	_____ (WITNESS)

Bank Guarantee

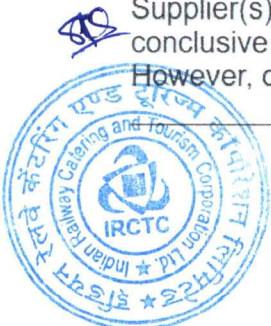
Group General Manager/IT-2
Internet Ticketing Department, IRCTC Ltd.
2nd Floor, Tower D, World Trade Center,
Nauroji Nagar, New Delhi 110029.

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-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 _____ (for **Procurement of 6 nos. of Servers & 2 nos. of Switches**) (hereinafter called "the said contract") of Security Deposit for the due fulfillment 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 or would be caused to or suffered by the IRCTC by reason of any breach by the said Supplier(s) of any of the terms or conditions contained in the said Contract.

1. I/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 would be caused to or suffered by the IRCTC by reason of breach by the said Supplier(s) or any reason of the Supplier(s) failure to perform the said Contract. 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 under this PBG shall be 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 period would be taken for the performances of the said contract and that it shall continue to be enforceable till all the dues of IRCTC under or any virtue of the said contract have been fully paid and its claims satisfied or discharged or till the IRCTC certified that the terms and conditions of the said contract have been fully and properly carried out by the said Supplier(s) and accordingly discharges this guarantee. Unless demand of claim under this guarantee is made on us in writing on or before _____ we shall be discharged from all liability under this guarantee thereafter.

4. I/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 period in which this Guarantee is still valid, if the supplier fails to perform the Works in accordance with the contract or fails to discharge himself of the liability of damages or debts, it is understood that the bank will extend this Guarantee under the same conditions from the required time 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 _____ only).

ii. This Bank Guarantee shall be valid upto _____ and

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 _____
(Date of expiry of the Bank)





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: HDFC00000003

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

