

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, Internal Audit Module, and 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 applications along with profiles of their firms for technical bid (Experience & Eligibility Criteria) in Annexure-A and Financial Bid (Professional Fee) in Annexure-B.

The interested firms shall submit their applications along with relevant supporting documents via post/courier.

Name of the Work	Development & deployment of E-Office, Bill Tracking System, Internal Audit, and Customer Management Module
Tender No	BDRCL/Accounts/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	03.09.2025
Date of Last Submission of EOI	24th Sept. 2025, 6.00 PM
Contact details of the contact person	Email: accounts@bdrail.in ; 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 25th Sept. 2025 at 12PM. 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. 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.

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

- **E-Office System**
- **Bill Tracking System**
- **Internal Audit Module**
- **Customer Management Module**

ELIGIBILITY CRITERIA

The bidder shall fulfil the following Eligibility Criteria:

For selection of vendor for Development and Deployment of E-Office System, Bill Tracking System, Internal Audit Module, and Customer Management Module 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 2 Years as on 03.09.2025.	Certificate of Incorporation and full address of the registered office
2	The Applicant should be registered under Companies Act, Partnership Act as on 03.09.2025. 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	
One (1) qualified employee possess 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 by 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. 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.	
Scope of work for the Appointed Firm/Company	
1. E-Office System	The E-Office System is designed to automate and streamline administrative and operational tasks within the organization. It will include following features- • Document Management System • Workflow Automation • Task and Assignment Management • Communication and Collaboration Tools • Audit and Compliance Timeline: • Phase 1 (Planning & Requirements Gathering): 2 Weeks • Phase 2 (Design & Prototyping): 3 Weeks • Phase 3 (Development & Integration): 4 Weeks • Phase 4 (Testing): 2 Weeks • Phase 5 (Deployment & Training): 2 Weeks

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2. Bill Tracking System	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- • Bill Entry and Invoice Management • Payment Tracking and Status • Bill Categories and Filtering • Reporting and Analytics • Integration with Accounting Systems Timeline: • 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
3. Internal Audit Module	The Internal Audit Module will help automate internal audits, compliance checks, and risk management activities. It will provide- • Audit Planning and Scheduling • Audit Data Collection and Management • Risk Assessment and Control Testing • Audit Reporting and Findings • Tracking and Resolution of Audit Issues • Audit Trail and Compliance Reporting Timeline: • Phase 1 (Planning & Requirements Gathering): 2 Weeks • Phase 2 (Design & Prototyping): 3 Weeks • Phase 3 (Development & Integration): 7 Weeks • Phase 4 (Testing): 4 Weeks • Phase 5 (Deployment & Training): 2 Weeks
4. Customer Management Module	The module will store customer data, support tickets, and sales history, and it will integrate with marketing and sales functions. The module will provide- • Customer Data Management • Customer Interaction and Communication • Sales and Support Ticket Tracking • Analytics and Reporting • Integration with Marketing/Traffic and Sales Tools • Self-Service Portal for Customers Timeline: • 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

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 every year on same terms and conditions up-to total 2 years (i.e., 1+1 years) 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) **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 the each module.
 - c. 10% will be retained as **security deposit**, to be released after **12 months** of successful operation and support.
- iv) **Deployment & Integration:**
 - a. Appointed Firm/company has to fully develop and deploy the required resources for customization of BDRCL requirement for which no payment will be paid other than above mentioned cost.
 - b. Resource person should possess a degree in MCA, B.E. (Computer Science), or an equivalent qualification in a relevant field with a minimum experience of 2 to 3 years in software development and should be well-versed with the software developed.
- v) **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**.
- vi) **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**.
- vii) **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, as per BDRCL's requirements during the currency of the contract. No separate

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payment shall be made for the training and support services, as these are deemed to be included in the overall scope of the contract.

- viii) Source Code and Ownership:** Appointed firm/company shall provide the complete source code of the developed software to BDRCL upon deployment. The developed software, including all source code, documentation, 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.
- ix)** 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.
- x)** BDRCL shall not provide any conveyance facility and any other out of pocket expenses during the course of assignment.
- xi)** 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.
- xii)** The BDRCL reserves the right to cancel the appointment/award at any stage without assigning any reason, if management deems fit.

Section- V

xiii) 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.

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- 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.

xiv) 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 then 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 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) Bider should make only one technical bid. In case more than one bid is received, it will be straight away rejected.

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2. Submission Details

- a) Interested vendors are requested to submit their **Expression of Interest** 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.

Annexure-A

Expression of Interest 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: • Number of Partners/Directors (KMP) of teFirm/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	

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

Annexure-B

Cost Proposal (Financial bid) -

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	Cost (INR)	Cost (Rs. in words)
E-Office System Module		
Bill Tracking Module		
Internal Audit Module		
Customer Management Module		
Total One-Time Cost		

(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	Cost per month (INR)	Cost per month (Rs. in words)
Resource deployed -1		

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: -