



भारत सरकार Government of India  
रेल मंत्रालय Ministry of Railways  
रेलवे बोर्ड (Railway Board)



No. 2022/RS(G)/777/1(E 3382862)

New Delhi dated 07.07.2022

The General Managers, All Indian Railways/PUs, NF(C), CORE  
DG/RDSO/Lucknow, NAIR/Vadodara,  
PCAO, DMW/Patiala, COFMOW  
CAO, WPO/Patna, RWP/ Bela.

**Sub:** Acceptance of tender – Consideration of performance of vendors.

**Ref:** i. Railway Board letter no 99/RS(G)/779/2 pt. dated 11-02-2016  
ii. Railway Board letter no 99/RS(G)/709/1 dated 30-04-2015

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One of the essential principles of purchasing function is selection of right source for supply. This aspect has been emphasized by Board through various circulars in the past. Railway Board letter dated 11.02.2016 inter-alia stipulates due consideration of dissatisfactory past performance of vendors while deciding tender to ensure timely supply of material in required quantity to meet the needs of operation, maintenance, safety, etc. of the Railways

2. With complete digitization of supply chain, sufficient data is available on IREPS/IMMS reflecting various aspects of performance of suppliers for individual contract, supplier and item.

3. Warranty failures and response of vendors to such failures is one of the important parameters of performance of a vendor. Suitable means may be adopted to capture warranty performance of the vendors.

4. It is again emphasized that Performance of vendors, including warranty failures and response, should invariably be considered while deciding the tenders. However, consistency of approach in decision making should be ensured.

( CHANDAN KUMAR )  
Director Railway Stores/IC  
Railway Board

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Chief Commissioner, Railway Safety, Lucknow

Zonal Railway Training Institute, Sukadia Circle, Udaipur

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