



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2023/B/3492757
Dated/दिनांक : 02-06-2023

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	13-06-2023 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	13-06-2023 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	120 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Economic Affairs
Organisation Name/संगठन का नाम	Security Printing And Minting Corporation Of India Limited (spmci)
Office Name/कार्यालय का नाम	Janpath
Item Category/मद केटेगरी	Custom Bid for Services - Non Comprehensive Annual Maintenance Contract for IT infrastructure for 1 year
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	7 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	1 Year (s)
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *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
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid

Bid Details/बिड विवरण

Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	7 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	Indusind bank
EMD Amount/ईएमडी राशि	38000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	Indusind bank
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	10.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). 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./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। 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।

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

Beneficiary/लाभार्थी :

Materials Head
India Government Mint, Kolkata, West Bengal, Pin 700053
(Nayan Sarkar)

Splitting/विभाजन

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

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs 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 the Purchase preference 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 service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
6. 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.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**Scope of Work:**[1685094379.pdf](#)**Service Level Agreement (SLA):**[1685094388.pdf](#)**Payment Terms:**[1685093502.pdf](#)**GEM Availability Report (GAR):**[1685093513.pdf](#)**Custom Bid For Services - Non Comprehensive Annual Maintenance Contract For IT Infrastructure For 1 Year (1)****Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	

Specification	Values
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Non Comprehensive Annual Maintenance Contract for IT infrastructure for 1 year
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Jenar Kumar Sinha	700053,India Govt Mint, Alipore Kolkata , West Bengal	1	N/A

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

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

4. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

5. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

India Government Mint, Kolkata (A unit of SPMCIL)
payable at
Kolkata

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

6. **Forms of EMD and PBG**

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C (Name of the Buyer). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

7. **Forms of EMD and PBG**

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

India Government Mint, Kolkata (A unit of SPMCIL)
payable at
Kolkata

.
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.

8. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

India Government Mint, Kolkata (A unit of SPMCIL)
payable at
Kolkata

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

9. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

India Government Mint, Kolkata (A unit of SPMCIL)
A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

10. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

1. Eligible Goods and Services (Origin of Goods & Services):

(i) All goods and services to be supplied and provided for the contract shall have the origin in India or in the countries with which the Government of India has trade relations.

(ii) The word "origin" incorporated in this clause means the place from where the goods are mined, cultivated, grown, manufactured, produced or processed or from where the service are arranged.

y mutual consultations. If the parties fail to resolve the same amicably the mutual consultations. If the parties fail to resolve their dispute or difference by such mutual consultation within 21 days of its occurrence, then, unless otherwise provided in the SCC, either India Government Mint, Kolkata or the supplier may seek recourse to settlement of disputes through arbitration act 33.2. Disputes arising out of any breach of contract pertaining to this tender shall be settled in the court of competent jurisdiction located within Kolkata only.

11. Risk Purchase Clause :

(a) If the supplier after submission of tender and due acceptance of the same, i.e. after notification of award of contract fails to abide by the terms and conditions of these tender documents, or fails to supply the deliverables as per delivery schedule given or at any time repudiates the contract, the purchaser shall have the right to:

(i) Invoke the Security-cum-Performance Guarantee if deposited by the supplier and procure stores from other agencies at the risk and consequence of the supplier. The cost difference between the alternative arrangement and supplier tendered value will be recovered from the supplier.

(b) Supplier has to abide by all the terms and conditions of tender.

(c) In case of procurement through alternative sources and if procurement price is lower, no benefit on this account will be passed on to the supplier.

12. The total cost inclusive of all as cited above on FOR India Govt. Mint, Kolkata (W.B) basis should be indicated clearly both in words and figures in the price bid.

13. Documentary evidence to be submitted towards PAN & GST Registration Certificate.

14. Quality Control Requirements:

Quality of all service: Free from all technical defects, in compliance with our Technical Specification

i) Goods/service supplied not in conformity with tender specification will be treated as goods/service not supplied at all and supplier shall take supplied material not conforming to order specification back within 15 days. Goods/service shall be delivered by the supplier in accordance with the terms and conditions specified in the contract failing which expenses of keeping goods at purchaser's premises may be levied on supplier.

ii) Delivery date will be calculated from the date goods/services are received in acceptable quality in accordance with technical specification.

15. Purchaser reserves the right to reject all or any of the Bidders or Bids or to decide to drop the procurement process at any stage without assigning any reason.

16. MSME & Make in India Status:

In case any bidder is submitting their bid as MSME and/or MII, the firm must be registered as a MSME & MII in GeM portal and Self-declaration along with documentary evidence in this regard must be submitted declaring that their MSME & MII status is updated in GeM portal also. In further evaluation stage if it is found that the firm is not registered as MSME and/or MII in GeM, but MSME certificate and/or MII declaration is submitted along with the bid, no exemption will be given and their offer may be rejected.

17. Participating Bidder must submit sealed and signed copy of entire GeM bid document including the Scope of Work. Also the participating bidder must submit sealed, signed & duly filled copy of **Annexure I** attached under Scope of Work in their letter head.

18. All the supporting documents submitted along with this bid should be signed and sealed by the authorized signatory of the firm mandatorily.

19. Disclaimer :

The issue of this Bid Document does not imply that the Purchaser is bound to select Bidder(s) and the Purchaser reserves the right to reject all or any of the Bidders or Bids or to decide to drop the procurement process at any stage without assigning any reason.

20. Price Preference for MSE:

MSE quoting price within price band L1 + 15% may be awarded 25% of the total tendered value provided t

they agree to match the L1 price. In case of more than one such eligible MSE, 25% quantity is to be distributed proportionately among these bidders. Within this, a purchase preference of 4% is reserved for MSEs owned by SC/ ST entrepreneurs' and 3% is reserved for procurement from MSEs owned by women (if they participate in the tender process and match the L1 price, considering spirit of policy for enhancing the Govt. procurement from MSE.

21. Terms and Conditions:

Guidelines of SPMCIL Procurement Manual Version 2.0 will be applicable to this bid at any stage to avoid any conflict at later stage. Kindly refer GIT and GCC of SPMCIL Procurement Manual Version 2.0 for additional terms and conditions as per the links given below:

General Instruction to Tenderer (GIT): <https://spmCIL.com/uploaddocument/GIT/new.pdf>

General Conditions of Contract (GCC): <https://spmCIL.com/uploaddocument/GCC/new.pdf>

22. The supplier has to provide GeM invoice during submission of bill for payment.

23. The detailed price breakup along with GST percentage must be mentioned and attached as pdf in the document attachment option of price bid mandatorily. Do not upload financial documents related to financial standings like audited balance sheets in the document attachment field of price bid, attach only the detailed price breakup of the quotation as mentioned above.

24. Qualification/Eligibility Criteria

A. EXPERIENCE & PAST PERFORMANCE : The bidder should have experience of having successfully completed similar kind of services for the value at least Rs.7,64,640/- in any one of the last five years ending on 31.03.2022.

Similar Kind of Services Means: Bidder Should have experience on Comprehensive or Non-Comprehensive AMC of IT Infrastructure.

IN SUPPORT OF EXPERIENCE & PAST PERFORMANCE COPY OF SUPPLY/ WORK ORDER; RESPECTIVE COMPLETION CERTIFICATE AND CONTACT DETAILS OF CLIENTS TO BE ENCLOSED ALONG WITH THE TENDER.

B. CAPABILITY - The bidder must have capability to provide the relevant services. The bidder must have an registered/branch office in Kolkata.

IN SUPPORT OF THE CAPABILITY THE BIDDER HAS TO SUBMIT COPY OF DOCUMENTS i.e. DETAILS OF REGISTERED OFFICES AND BRANCH OFFICES, MANPOWER DETAILS, NUMBER OF SKILLED LABORS AVAILABLE WITH THE FIRM, ETC.

C. FINANCIAL STANDING :

i) The average annual financial turnover of the bidder during the last three years, ending on 31.03.2022, should be at least Rs.7,64,640/ as per the annual report (audited balance sheet and profit & loss account) of the relevant period, duly authenticated by a Chartered Accountant/ Cost Accountant in India.

ii) The bidder should not have suffered any financial loss for more than one year during the last three years, ending on 31.03.2022.

iii)

a) The net worth of the Bidder should not be negative on 31.03.2022 and also

b) Should not have eroded by more than 30% in the last three years, ending on 31.03.2022.

FOR NET WORTH EROSION CALCULATION OF LAST THREE YEARS ENDING ON 31.03.2022, AUDITED BALANCE SHEET OF LAST FOUR FINANCIAL YEARS, i.e.:2018-19, 2019-20, 2020-21 & 2021-22 MUST BE SUBMITTED.

SUPPORTING DOCUMENTS TO BE FURNISHED AS CLAIM AGAINST THE ABOVE ELIGIBILITY CRITERIA: ALL FINANCIAL STANDING DATA SHOULD BE CERTIFIED BY CERTIFIED ACCOUNTANTS.

NOTE:

1. BIDDER TO FURNISH STIPULATED DOCUMENTS IN SUPPORT OF FULFILLMENT OF ABOVE QUALIFYING CRITERIA i.e. EXPERIENCE & PAST PERFORMANCE, CAPABILITY AND FINANCIAL STANDING.

2. All copy of supply/ work order; respective completion certificate and contact details of clients: in support of experience, past performance and capacity/ capability should be authenticated by the by the person authorized to sign the tender on behalf of the bidder.

NON-SUBMISSION OR INCOMPLETE SUBMISSION OF DOCUMENTS MAY LEAD TO REJECTION OF OFFER.

Note:

(i) All the copies of the tender shall be duly signed at the appropriate places as indicated in the bid documents and all other pages of the bid including printed literature, if any shall be initialled by the same person(s) signing the bid document. The bid document shall not contain any erasure or overwriting, except as necessary to correct any error made by the tenderer and, if there is any such correction; the same shall be initialled by the person(s) signing the tender.

(ii) Price to be mentioned only in price bid not in Techno commercial bid or any other place. If it is mentioned any other part other than price bid, the offer will be rejected.

***FOR ANY OTHER QUERIES, FIRMS MAY CONTACT IN THE BELOW DETAILS:**

Ph. No. 033 - 2401 4132,33,34,35, (Extension 336/ 319/ 326);

Email: purchase.igmk@spmcil.com

Disclaimer/अस्वीकरण

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. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

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.
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.

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.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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 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./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।

---Thank You/धन्यवाद---

Scope of Work

Procurement of Services for Non Comprehensive Annual Maintenance Contract for IT infrastructure for 1 year.

The Scope of work is in Annexure I and details of infrastructure are in Annexure -II.

Annexure I:

INDIA GOVERNMENT MINT Kolkata is a unit of SPMCIL (Security Printing and Minting Corporation of India Limited) with head office at New Delhi and has corporate wide SAP ERP system in order to integrate all its business processes and sub-processes into a single unified system to efficiently achieve the business goals. The implemented SAP ERP system manages the business plans and policies of SPMCIL in an efficient manner under strict deadlines. The system is designed for high performances and reliability in order to negate any production loss due to inefficiency of the system. SPMCIL has the state of the art IT infrastructure in place with Tier-III Data Centre(DC) & Disaster Recovery Centre(DRC). The implemented IT infrastructure performs high on reliability, availability, resilience, flexibility and scalability.

INDIA GOVERNMENT MINT Kolkata aims to give Non Comprehensive annual maintenance contract for desktops, servers, printers, network & its equipment and other IT items would enable INDIA GOVERNMENT MINT Kolkata to completely realize the benefits of implemented SAP ERP system. In order to maintain the infrastructure performance on above parameters the bidder has to maintain below mentioned items/equipment, activities, etc..(but not limited to)

1.1 Desktops

1.2 Servers

1.3 Network/ LAN

1.4 Network devices(like routers, switches, media converter, RPS, Firewall, etc.)

1.5 Manpower deployment at INDIA GOVERNMENT MINT Kolkata

Note: This AMC contract is indivisible.

2. INDIA GOVERNMENT MINT Kolkata existing IT infrastructure

2.1 The existing IT infrastructure is mentioned in Annexure-II

Note- Please note that during the AMC period of 1 year, number of hardware items can be decreased or increased, as unit may procure new hardware or remove old inventory. Bidder has to manage and maintain all the equipment/ activities mentioned in the annexures & list of requirements for a period of 1year.

3. Technical scope of work

3.1 Scope of work covers on-site repair and maintenance of Desktops, Servers, Network and other IT hardware/software installed at INDIA GOVERNMENT MINT Kolkata.

3.2 The vendor shall conduct maintenance including but not limited to inspection, testing, satisfactory execution of all diagnostics, replacement of unserviceable parts, cleaning & removal of dust and dirt from interior of PC and necessary repairing of the equipment.

3.3 INDIA GOVERNMENT MINT Kolkata shall provide spares, consumables, etc. required to carry out activities mentioned at 3.2 above. However tools and tackles shall be arranged by the vendor.

3.4 Scope of work also involves resolving software issues but not limited to like OS installation/reinstallation, troubleshooting, device driver troubleshooting, data backup, format/reformat desktops, installation/configuration of software provided by INDIA GOVERNMENT MINT Kolkata, Antivirus patches/updates, OS updates, email client configuration & archiving, domain join unjoin and its management, firewall management and internet service management.

3.5 Network management services:

3.5.1 Scope of work includes attending network issues but not limited to like network+troubleshooting, LAN cable and I/O maintenance and punching, preparation of LAN cable, IP management, internet troubleshooting, Modem/WIFI modem troubleshooting, configuration, installation/re-installation, managing routers, switches and cabling, manage routine network activities, ensuring 24x7 availability of LAN network, identifying & troubleshooting physical connectivity problems, point-to-point network connectivity solution, even crimping. Management of routers, switches, firewall UTM, I/O box.

3.5.2 The network LAN is spread over INDIA GOVERNMENT MINT Kolkata factory through underground optical fibre network (approx. 200m out of approx. 1000m total OFC network is underground). Vendor shall also be responsible for optical fibre network management and splicing if necessary when the link breaks.

3.6 Preventive maintenance should be carried out on quarterly basis. The schedule of preventive maintenance shall be as follows:-

3.6.1 Cleaning of equipment using air, brush & soft muslin/vest cloth.

3.6.2 Ensuring the covers, screws, switches, etc.. are firmly fastened in respect of each
Equipment

3.6.3 Scanning of all types of virus and elimination of the same.

3.6.4 Shifting of equipment as and when requirement

3.7 Printer cleaning and monitoring is also included under the scope of work and printer installation like connecting/ disconnecting printer, printer driver installation.

3.8 Repair and servicing of equipment shall be carried out at INDIA GOVERNMENT MINT Kolkata site, in case the equipment is required to be transported to the firm's/manufacturer's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.

3.9 The firm shall be responsible for taking backup data and program available on PCs before formatting the system and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under Acknowledgement.

3.10 The LAN and IT equipment are spread over the INDIA GOVERNMENT MINT Kolkata factory premises.

3.11 Adoption of policies as defined by SPMCIL in its IT security policy from time to time.

3.12 The selected bidder shall also maintain records of all maintenance of the system and shall maintain a logbook on-site that may be inspected by SPMCIL at any time.

3.13 The bidder/ vendor shall maintain a written maintenance and repair log and shall record therein each incident of equipment malfunction, date and time of commencement and successful completion of repair.

3.14 The details of Preventive Maintenance conducted are also to be recorded and got countersigned by the officer in charge of INDIA GOVERNMENT MINT Kolkata or by his authorized representative. Monthly report of compliance shall be submitted to INDIA GOVERNMENT MINT Kolkata.

3.15 The successful firm shall ensure that any information pertaining to INDIA GOVERNMENT MINT Kolkata shared with there as part of business should not be disclosed to other parties otherwise necessary action will be taken.

4. IT services delivery by deployment of Service engineer/s

4.1 Successful bidder shall depute atleast 4 resident engineers onsite to resolve the complaints at INDIA GOVERNMENT MINT Kolkata on daily basis in general shift only. Lunch period will be of 1hour. As INDIA GOVERNMENT MINT Kolkata has shift operations, the resident engineer will be required (if needed) to perform shift duty. These engineers are also liable to work on holiday/Sunday(if services are required) and no additional amount will be paid. They will also work extra hours (if required) and no extra amount will be paid.

4.2 INDIA GOVERNMENT MINT Kolkata is a security organization; hence supplier should submit valid police verification of the deputed engineers. All security norms to be followed by the deputed resident engineers.

4.3 The 4 resident engineers will have following qualifications & experience. The details are as follows:

A. Network Engineer

Qty: 1 Nos.

Minimum Qualification: B.E./ B. Tech from a recognized University/Institute in Computer Science/Information Technology/Electronics & Communication Engineering discipline or MCA.
Additional Qualification: Should have valid CCNA or CCNP global Certification from CISCO.

Experience Details: Minimum 3 year Hands-on experience on maintenance networks, managing security operations & applying security measures.

Roles & responsibility:-

- (i) Configuration and backup of network devices including documentation of all configurations.
- (ii) Attending and resolving network failures. If required, coordinate with the MPLS service provider.
- (iii) Adoption of policies as defined by SPMCIL IS Policy from time to time.
- (iv) Configuration of firewall and backup.
- (v) Configuration of switches and routers.
- (vi) Maintain routing table, for smooth operation of network.
- (vii) Hardening security of network devices in line with security policies including applying patches, firmware upgrades.
- (viii) Installation/upgrade of anti-virus, updating and patching, and implementing various security policies.
- (ix) Bandwidth management for improving network performance.
- (x) Any other work assigned by the India Government Mint, Kolkata

B. Server Engineer

Qty: 1 Nos.

Minimum Qualification: B.E./ B. Tech from a recognized University/ Institute in Computer Science /Information Technology / Electronics & Communication Engineering discipline or MCA.

Additional Qualification: Should have valid Windows server global certification from Microsoft.
Experience Details: Should have Minimum three experiences on windows, AD, Good Knowledge in Windows 7, Server 2008, and Windows 2012 Administration.

Roles & responsibility

- (i) Installation and re-installation of operating system in the server in the event of system crash/ failures/changes.

- (ii) Regular monitoring and analysis of events and logs generated in the entire sub -systems including but not limited to servers, operating systems, security devices etc.
- (iii) Identify vulnerabilities and action shall be taken in accordance with the results of the log analysis.
- (iv) Adoption of policies as defined by SPMCIL IS Policy from time to time.
- (v) Provide integration and user support on all supported servers and data storage systems.
- (vi) Troubleshoot problems with web services, mail services, applications software, desktop/server relationship issues and overall aspects of a server environment.
- (vii) Hardening servers, in line with security policies including applying patches, firmware upgrade on various servers, storage, backup etc.
- (viii) Manage and monitor server configuration, performance, and activity of all servers.
- (ix) Update all Document related to server configurations.
- (x) Taking different type of backup and restoring them as and when required.
- (xi) Maintain AD server (Active directory server), so that user able to login into desktop.
- (xii) Any other work assign my the India Government Mint ,Kolkata

C. Desktop engineer

Qty: 2 Nos.

Minimum Qualification: Diploma in Engineering CSE/IT or BCA / B.Sc.

Experience Details: Should have minimum three years experience in desktop & printer maintenance.

Roles & responsibility:-

- (i) Resolving day to day desktop related issues
- (ii) Updating Patches (windows, antivirus etc.)
- (iii) Hardware Maintenance
- (iv) OS Maintenance and updates
- (v) Periodic cleaning of all the IT Assets and networking devices be carried out for Life durability and electrical hygiene.
- (vi) Ensuring that latest patches/ workarounds for identified vulnerabilities are applied immediately.
- (vii) Security Management(Monitor & Maintain Antivirus updates)
- (viii) Bug Fixing
- (ix) Proactive and reactive maintenance, repair and replacement of defective Components (IT and Non-IT / Hardware and Software)
- (x) Any other work assign by the India Government Mint ,Kolkata

4.4 The resident service engineers provided by the firm shall not be changed frequently. However, if found incompetent by the officers of INDIA GOVERNMENT MINT Kolkata, the resident service engineer/s shall be changed by the vendor immediately.

4.5 The bidder will be responsible for following all labour laws and safety procedures in respect of man power deployed by them in SPMCIL premises for the purpose of this project.

4.6 Bidder will have to provide necessary tool kits to its deployed resources to perform their duties effectively.

4.7 The deputed staff shall be considered under SKILLED category and all Central Govt. Rates and rules shall be applicable. The deputed staff daily wages shall not be less than minimum wages of skilled category of Central Govt during the period of contract.

4.8 Bidder shall comply all statutory/legal requirements such as Minimum wages, PF, ESI, Bonus and all related labour laws required for engaging the staff in order to deliver the service.

4.9 Central Govt labour laws shall be applicable for the contract.

4.10 The successful bidder shall be responsible for compliance of all statutory provisions relating to Minimum wages, Provident Fund, ESIC, Bonus, etc.. in respect of the persons deployed by it in INDIA GOVERNMENT MINT Kolkata for the service delivery.

4.11 The remuneration of the deployed staff must be credited to their bank account by the successful agency/bidder latest by 7th of next month. A penalty of Rs.500/- per day and per person shall be imposed on the agency for failure to meet this deadline.

4.12 The personnel deputed to INDIA GOVERNMENT MINT Kolkata by the successful agency/bidder should be polite, cordial, positive and efficient while handling the assigned work. In case, the person employed by the successful agency/ bidder commit any omission/ commission that amounts to misconduct/ indiscipline/ incompetence, the successful agency will be liable to take disciplinary action against such persons including their removal from the work, if required by the INDIA GOVERNMENT MINT Kolkata.

4.13 If any mishap happens during the service period due to the service engineers' IT service delivery, the successful bidder shall be held responsible. They shall not claim any amount from INDIA GOVERNMENT MINT Kolkata.

5. Penalty for Lack of service

If any of the major items like servers/network equipment, switch and router becomes defective, then the same may be repaired within 24hours of call log. Else a penalty of Rs.4,000/- per day may be deducted for the fault not rectified/repairing not done from the monthly bill of the successful bidder/firm.

6. Right to alter quantities

INDIA GOVERNMENT MINT Kolkata deserves the right to alter the hardware quantities mentioned in the offer. INDIA GOVERNMENT MINT Kolkata also reserves the right to add or delete one or more items from the list of items specified in offer. The hardwares which are currently under warranty period may be later on added under ongoing AMC at the same price, terms and conditions, after expiry of warranty period. Similarly, where in old hardware is replaced with new hardware will be deleted from AMC purview.

7. Safety

7.1 The vendor/bidder to whom the job has been assigned by INDIA GOVERNMENT MINT Kolkata will be primarily responsible for ensuring safety of all their employees deputed against the Purchase Order/ Contract/ Work Order.

7.2 The principal agencies to whom the job has been assigned will be responsible for any act of the contractor, which amounts to contravention of any provision of the Factories Act, 1948 and the respective Factories Rules under the Act.

7.3 Vendor/ Bidder will ensure that their employees do NOT SMOKE inside the factory premises.

7.4 Vendor/ Bidder will ensure that the hand tools, other equipments, ladders, etc.. are maintained in good working condition and will also ensure that they are safe and free from risk to the employees and their health.

7.5 All the machines brought by vendor/ bidder for their work should be properly guarded/ maintained in proper condition for their safe working.

7.6 For working at height, working on fragile roof, working on electrical lines or work of similar nature, the vendor/ bidder will inform the Safety Department of the respective units in advance.

7.7 The vendor/ bidder will arrange for MEDICAL TREATMENT of their employees in case of any injury.

7.8 In case of any accident, the Principal Agencies and the Contractors will arrange to inform it to Safety department of INDIA GOVERNMENT MINT Kolkata immediately. They will also arrange to fill up the necessary forms and provide any information, as required by the INDIA GOVERNMENT MINT Kolkata for submitting the same to the Industrial Safety & Health Dept.(i.e. Concerned Inspector of Factories).

7.9 Safe use of electricity will be responsibility of the Principal Agency and their Contractor.

7.10 Ensure all persons are medically and physically fit for the assigned work.

8. Security

8.1 The contractor should scrupulously conform to the safety and security norms as stipulated by INDIA GOVERNMENT MINT Kolkata while working in the security area.

8.2 The contractor shall take all the precaution while executing this work. Protective gear such as safety helmets, boots, belts, etc.. shall be provided by the contractor at his own cost to all his workers at site. It shall be the responsibility of the contractor to ensure that such protective gear is worn at all times by all personnel working at site. INDIA GOVERNMENT MINT Kolkata shall have the right to stop any person not wearing such protective gear from working on the site.

8.3 INDIA GOVERNMENT MINT Kolkata is a security organisation and the Govt declares the premise as Prohibited area. Hence the contractor has to abide by the security rules of the Company. The contractor has to ensure the character and antecedents of the persons deployed. The contractor must be in a position to produce such documents whenever he is asked to do so. Details shall be furnished as per format when called for. The contractor has to issue photo identity card to its workers duly authenticated by the designated security officer of the Company. Contractor should apply for Gatepass for labours, welding permission and material entry pass, etc.. as per approve format only, well in advance to avoid any delay in issue of Gate passes.

8.4 While applying for pass, contractor must enclose copy of address proof(Voters ID card or ration card or driving license or passport, etc..) for all the workers for which gatepass has been requested. The details shall be submitted in the prescribed format available in INDIA GOVERNMENT MINT Kolkata.

8.5 On award of the contract, the contractor shall sign the Non- disclosure format and abide with that.

8.6 Any worker of the contractor, if found by the Company as unsuitable or having doubtful integrity, shall be removed from the premises at the risk and cost of the contractor. The contractor shall vouch guarantee for the integrity of its workers.

9. Statutory Compliance

9.1 The engagement and employment of labourers and payment of wages to them should be as per existing provisions of various labour laws and regulations is the sole responsibility of the Contractor and any breach of such laws or regulations shall be deemed to be breach of the contract. INDIA GOVERNMENT MINT Kolkata may ask the contractor to produce documents to verify that these provisions/ laws are complied by the contractor.

9.2 All wages allied benefits such as leave, ESI, PF, Gratuity, Bonus, etc.. shall be paid by the contractor and INDIA GOVERNMENT MINT Kolkata shall not incur any liability or additional

expenditure whatsoever for personnel deployed. Also, the contractor shall make wage payment through bank account transfer/ cheque.

9.3 The contractor shall abide by all labour laws, related to Employee Provident Fund & Miscellaneous Act 1952, ESI Corporation 1948, Workmen Compensation Act 1923, Payment of Wages Act 1936, Minimum Wage Act 1948, Industrial dispute Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act 1965, Factory Act 1948 and other related applicable labour laws. The details of EPF, ESIC in respect of their deployed staff shall be submitted by the Contractor to INDIA GOVERNMENT MINT Kolkata along with the bills. The contractor shall abide including but not limited to matters relating to timely payment of wages and allowances, payment of minimum wages, payment of overtime, grant of leave, payment of worker's compensation, working hours, safety, maternity benefits, holidays, framing of standing orders, disciplinary action against their employees, payment of provident fund contributions, payment of gratuities and payment of bonuses as per statutory rules. The contractor shall submit periodical returns as may be specified from time to time.

9.4 The successful tenderer has to pay the minimum wages to its personnel/ staff/ members deployed as per the notification published by Central Govt, besides paying all other statutory payments. The successful bidder has to maintain all records and legal documents updated as per prevailing statute and has to produce before the management/ statutory authorities as and when asked for. Besides the successful bidder has to indemnify the INDIA GOVERNMENT MINT Kolkata from all types of legal implications due to any negligence on the part of successful bidder and for which the INDIA GOVERNMENT MINT Kolkata is not responsible.

9.5. The agency deploying the staff must have valid labour license.

9.6. It is mandatory to depute formally certified skilled workforce or the bidder shall ensure that their entire workforce would be skilled through Recognition of Prior Learning (RPL) within two months from the date of commencement of work under the contract, at the cost of the bidder.

Annexure II:

Total Quantity:

Servers: 9

Desktop: 190

Routers: 2

Switches: 26

RPS: 14

Media Convertors: 34

Printers: 70

Scanner: 1

UPS: 2

Firewall: 1

IT Infrastructure detailed Description:

SERVERS: HP server (having Intel Xeon E5320 processor, 1no), HP PROLIANT ML10 server (1no) and HP PROLIANT DL360 G6 server (4nos), Dell EMC Powerededge R230 (1 No), Internet AV (1 No), SAP AV(1 No)

DESKTOP : AMD Athlon (140 nos) and Intel Dual Core (19 nos), other mac(31 nos)

ROUTER: CISCO-2911 (2nos)

SWITCH 24 PORT: CISCO 3750(3 Nos),CISCO 2960 (11nos)

SWITCH 8 PORT: CISCO SF 300-08: (6nos)

CISCO 3750G, (L3)24 PORT: (1no)

8 PORT : (5nos)

RPS: CISCO (14nos)

MEDIA CONVERTER: MROTEK/D-Link (34nos)

PRINTERS: HP MFP Laserjet (13nos), HP Mono Laserjet (20nos), HP MFP Deskjet (7nos), HP Deskjet (2nos), HP Officejet Pro 8600(1no), Canon MF229dw(1no), Canon LBP 6650dn(1no), Epson L380(1no), Samsung Xpress SL-M2021(12nos), Samsung ProXpress M3820ND(1no), other mac(11)

SCANNER: HP make(1no)

UPS: 5KVA (Keptron) 2 No

Firewall: Gujshield GS85nu

Note: OFC approx. length. 1000Mtrs (approx. 200m underground)

ANNEXURE - I

GeM Bid Document No. :dated.
(To be submitted on the letter head of the bidder)

DECLARATION

We do hereby declare that,

1. We have not been blacklisted/ debarred by BNPMIPL/BRBNMPL/SPMCIL or any Govt. Departments and PSU's for participation in tenders. The information provided above is correct and true to the best of my knowledge and belief.
2. We do hereby declare that we have read and understood all terms and conditions of tender document including Technical Specification, buyer added additional terms & conditions, Quality Control Criteria and confirm to abide to those conditions without any counter conditions.
3. "We are accepting all the terms and conditions of the tender document unconditionally without any deviation"

Signature

Name

Designation

Date

Stamp of the Organization

CHECK LIST

Before Submission of Tender following points to be confirmed/complied by the participating bidder to avoid rejection of bid. Hence check every point & tick (✓) before final submission.

A. Part I : (Techno Commercial Bid cover)

Sl. No.	Tender Submission Check Points (To be complied by bidder before submission of Bid)	Check before submission Tick (✓)
1	Tender Document Duly Seal & Signed on every page including technical specification	
2	Term of Delivery : FOR, India Govt. Mint, Kolkata duly unloaded	
3	Tender Validity 120 days as per the tender	
4	Technical Specification – as per tender	
5	Submitted the documents as per Qualification / Eligibility criteria (i) Proof of Experience (ii) Proof of Capability (iii) Financial data	
6	Delivery Period : Acceptance of delivery period as per buyer added ATC	
7	Documentary evidence towards PAN & GST Registration Certificate	
8	Sealed & Signed Declaration (Annexure – I attached in technical specification)	
9	Proof of EMD(scanned copy) as applicable or any exemption certificate	
10	The firms participating as MSE/NSIC/DIC/Start-up India Campaign, needs to enclosed certificates containing validity	
11	Category of MSME Firms	
	SC	
	ST	
12	Owner of Company	
	Male	
	Female	
13	Documentary/undertaking against Make in India Status i.e. being a Class I/ Class II supplier with details of percentage	
14	All supporting documents submitted along with bid to be sealed and signed by Authorized signatory of the firm	
15	Uploaded Valid Labour License	

B. Part II : (Price Bid Cover)

Sl. No.	Description	Submitted/ Not Submitted
1	Price Bid (Price including all taxes & other charges), GST percentage to be mentioned mandatorily in the price bid, upload copy of the Price Details in Price Bid mentioning all the breakup of price	

- Price to be mentioned only in price bid not in Techno commercial bid or any other place. If it is mentioned any other part other than price bid, the offer will be rejected.