



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4882626
Dated/दिनांक : 04-05-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	03-06-2024 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	03-06-2024 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 केटगरी	Custom Bid for Services - Hiring of IT Manpower for Maintaining IT Infrastructure at India Government Mint Kolkata
Contract Period/अनुबंध अवधि	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	Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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
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

Bid Details/बिड विवरण

Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes
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EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	47000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
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 :

S P M Corporation of India Limited
Payable at Kolkata
(S P M Corporation Of India Limited)

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. 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.
[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.
4. 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:[1714801467.pdf](#)

Service Level Agreement (SLA):[1714801474.pdf](#)

GEM Availability Report (GAR):[1714801481.pdf](#)

Payment Terms:[1714801491.pdf](#)

Custom Bid For Services - Hiring Of IT Manpower For Maintaining IT Infrastructure At India Government Mint Kolkata (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Hiring of IT Manpower for Maintaining IT Infrastructure at India Government Mint Kolkata
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. 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.

3. 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.

4. Forms of EMD and PBG

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

S P M Corporation of India Limited
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.

5. 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

6. Forms of EMD and PBG

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

S P M Corporation of India Limited
payable at
Kolkata

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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.

7. **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

S P M Corporation of India Limited
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.

8. **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

S P M Corporation of India Limited
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.

9. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

A. Terms and Conditions:

Guidelines of SPMCIL Procurement Manual Version 3.0 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 3.0 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>

B. Delivery Period:

The service is to be started within Seven (7) days from the date of issue of Contract. The Contract will be valid for a period of Twelve (12) months.

C. Terms and Mode of payments:

Payment shall be made on monthly basis upon successful completion of job at site subject to submission of required documents by the service provider. Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own on monthly basis and then claim payment from Buyer along-with all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

D. Insurance:

The supplier shall make arrangements for insuring the goods/services against loss or damage, incidental to manufacture or acquisition, transportation, storage and delivery. The Supplier shall be responsible till the entire goods contracted for arrive in good condition at destination. The transit risk in this respect shall be covered by the supplier by getting the goods duly insured. The insurance cover shall be obtained by the

supplier in its own name not in the name of India Government Mint, Kolkata or its consignee. For details please refer to clause 12 of General Conditions of Contract (GCC).

E. Quantum of LD:

If the supplier fails to deliver any or all of the goods or fails to perform the services within the time frame(s) incorporated in the contract, India Govt. Mint, Kolkata shall, without prejudice to other rights and remedies available to India Govt. Mint, Kolkata under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the delivered price of the delayed goods and/ or services for each week of delay or part thereof until actual delivery or performance, subject to a maximum deduction of the 10% of the delayed goods' or services' contract price(s).

F. 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.

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

H. 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 **Annexure I** in their letter head & checklist attached under Scope of Work.

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

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

K. Price Schedule:

While quoting the price through GeM portal, the detailed price breakup must be mentioned and attached as a 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. Detailed price breakup of the quotation must be in the format as attached in the end of this bid document.

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.

L. Qualification/ Eligibility Criteria

The bidder firm should meet following eligibility criteria to qualify:

(a) For MSE/Start-up firm: The bidder must have capability to provide the relevant services.

(b) For other firm - Experience and past performance: The bidder should have experience of having successfully supplied relevant services for 4.8 Months in any one of the last five years ending on 31.03.2023.

Note:

(i) Relevant Services for this contract means: IT manpower Services

(ii) Participating bidder needs to submit all related documents along with the bid.

(iii) In support of Experience & Past Performance copy of supply/ work order; respective completion certificate and contact details of clients (previous buyer of the items) to be enclosed along with the tender.

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

(v) In support of the Capability, the bidder has to submit relevant documents.

(vi) For verifying the capability/capacity, India Government Mint, Kolkata reserves the right to depute its authorized representatives at the worksites of the bidder. In the event, the firm is found not having capability/capacity, their offer is liable to be rejected.

M. 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.

N. Price Preference for MSE:

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

O. 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 goods & service are arranged.

P. Special Condition: Supplier should file the returns pertaining to TCS (Section 206C (1H) for TCS collected, in the time and provide the TCS certificate to IGMK. In case of any Credit loss to IGMK by way of their failure to file Returns and provide TCS certificate in time, India Government Mint, Kolkata reserves the right to recover the amount equivalent to TCS paid along with applicable interest from the payment of further supplies.

Q. GST Return:

Supplier should file the GST return for outward supplies in time. In case of any loss to India Government Mint, Kolkata by way of their failure to file GST Returns in time India Government Mint, Kolkata reserves the right to withhold the payment of further supplies till production of evidence. Any liability which will occurred on account of non-compliance of e-way bill, GST provision or any other applicable law will be borne by supplier.

R. Consignee:

Chief General Manager, India Government Mint, Alipore, Kolkata, West Bengal, Pin - 700053.

On the consignment please mention the following details:

Order No :	Packing No :	Net Weight :	Gross Weight :
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S. Resolution of Disputes:

If dispute or difference of any kind shall arise between India Government Mint, Kolkata and the supplier in connection with or relating the contract, the parties shall make every effort to resolve the same amicably by 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.

T. 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.

U. Quality Control Requirements:

Quality of Services: 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.

V. All safety and security of the workmen is the sole responsibility of the awarded firm itself and in case of any unwanted incidents India Government Mint, Kolkata authorities would not be liable under any circumstances.

W. The security deposit must be submitted within 21 days from the date of issue of contract by the contract awarded firm.

X. 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.

Y. The bidder has to submit documents as per following Check list as given below along with the Technical bid documents without fail:

1	Entire Tender Document Duly Seal & Signed on every page including technical specification/ Scope of work as an acceptance of all terms & conditions of the tender
2	Submitted the documents as per Qualification / Eligibility criteria as per Clause 'L' of awarded bid specific ATC
3	Documentary evidence towards PAN & GST Registration Certificate
4	Sealed & Signed Declaration (Annexure -I attached in Scope of work)
5	Documentary/undertaking against Make in India Status i.e. being a Class I/ Class II supplier with details of percentage

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***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@spmciil.com

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10. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

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---

Hiring of IT Manpower for Maintaining IT Infrastructure at India Government Mint, Kolkata

Scope of Work:

Hiring of IT Manpower for Maintaining IT Infrastructure at India Government Mint, Kolkata

1. Technical scope of work of Manpower

1.1 Scope of work covers on-site repair and maintenance of Desktops, Servers, Network and other IT hardware/software installed at India Government Mint, Kolkata.

1.2 The deployed manpower 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.

1.3 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.

1.4 Network management services:

1.4.1 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

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

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

1.7 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.

2. Deployment of Manpower

2.1 Successful bidder shall depute at least 5 resident manpower 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.

2.2 India Government Mint, Kolkata is a security organization; hence bidder should submit valid police verification of the deputed engineers. All the security norms to be followed by the deputed resident engineers.

2.3 The 5 resident manpower will have following qualifications & experience. The details are as follows:

A. Network Engineer –

Qty: 1 No.

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 assign by the India Government Mint, Kolkata.

B. Server Engineer –

Qty: 1 No.

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 3 years of experience on windows, AD and Good Knowledge in Microsoft Server 2022 and/or Latest Release.

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 by the India Government Mint, Kolkata.

C. Desktop cum Printer Support Engineer –

Qty: 2 Nos.

Minimum Qualification: Diploma in Engineering CSE/IT or BCA / B.Sc. from a recognized University/ Institute.

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 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.

D. Help Desk Support –

Qty: 1 No.

Minimum Qualification: 10+2 passed from a recognized Board/University.

Roles & Responsibility:

- (i) Daily basis cleaning of all critical IT equipment like biometric readers (Installed in different location of unit), distribution switch, display units (IT Room and IT Server Room).
- (ii) Shifting of IT assets from one place to another for repairing & replacement purpose.
- (iii) Odd works of IT Section.
- (iv) Any other work assign by India Government Mint, Kolkata.

2.4 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.

2.5 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.

2.6 The deputed staff except Help Desk Support shall be considered under SKILLED category and Help Desk Support shall be considered under UNSKILLED category and all Central Govt. Rates and rules shall be applicable. The deputed staff daily wages shall not be less than minimum wages of mentioned category of Central Govt. during the period of contract.

2.7 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.

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

2.9 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.

2.10 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.

2.11 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.

2.12 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.

3. Penalty for Lack of service

3.1 Deployed manpower can take the leave only after the prior approval from the competent authority. In case of absence of any manpower, firm should assign the replacement of manpower based on Qualification and Experience criteria of the contract. Failing to provide the replacement manpower as per the criteria, competent authority can send back the engineer and required penalties may be recovered from the firm.

3.2 If any manpower found absent without approval from the competent authority or without any replacement manpower a penalty of Rs.2,000/- per day per manpower may be deducted from the monthly bill.

4. Safety

4.1 The vendor/bidder to whom the contract 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.

4.2 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.

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

4.4 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.

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

4.6 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).

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

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

5. Security

5.1 The contractor should scrupulously conform to the safety and security norms as stipulated by India Government Mint, Kolkata while working in the security area.

5.2 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.

5.3 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 Gate Pass for labours, welding permission and material entry pass, etc. as per approved format only, well in advance to avoid any delay in issue of Gate passes.

5.4 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 Gate Pass has been requested. The details shall be submitted in the prescribed format available in India Government Mint, Kolkata.

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

5.6 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.

6. Statutory Compliance

6.1 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.

6.2 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.

6.3 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.

6.4 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 have 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.

7. Other terms and condition for Bidders:

7.1 Deployed Manpower from Bidder shall follow the office timings of India Government Mint, Kolkata However, manpower provided may be deployed on other timings also as per requirement.

7.2 The Bidder must provide Police Verification before deployment of Manpower.

7.3 That the agency shall deploy suitable personnel at all relevant time for rendering services and shall further maintain a list of the reserves police verification of manpower duly complied for replacement and supplement the strength at short notice as per work experiences.

7.4 The agency shall ensure that their Manpower deployed for service in India Government Mint, Kolkata premises shall be available during their duty hours and they shall not leave their place of duty without authorization.

7.5 India Government Mint, Kolkata is not responsible for any dispute of manpower deployed by the Bidder, and the manpower so deployed shall not be in any way is the employees of India Government Mint, Kolkata.

7.6 In the event of injury, illness or mis-happening to any manpower deployed by Bidder, India Government Mint, Kolkata will not be liable to bear any cost / compensation.

7.7 In case of disputes for non-payment of salary or any other dues to the deployed manpower, the payment due to the Bidder firm can be withheld till settlement of the matters.

7.8 Bidder is responsible to ensure high integrity of the manpower deployed by it. Any manpower deployed by the bidder and found committing theft will be handed over to the local police as per law in addition to actions liable as contained in the terms and condition of the tender/contract. Bidder should ensure that all administrative & security rules of the India Government Mint, Kolkata must be adhered by manpower deployed by the Bidder.

7.9 Bidder shall provide to its identity photo cards to deployed Manpower.

7.10 Be it private or public areas, the Bidder Deployed Manpower shall be liable to be frisked as well as checked by the security personnel at India Government Mint, Kolkata premises at any time during performance of their duties.

7.11 Bidder's deployed manpower shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the India Government Mint, Kolkata property/person.

7.12 Bidder shall be solely responsible for any indiscipline, theft, loss or damage to any persons/ property at the premises on account of acts of omission and commission by the manpower deployed.

7.13 The Bidder shall comply with the provision of all laws including Labour-Laws, rules, regulations and notifications issued from time to time and shall keep India Government Mint, Kolkata indemnified in this respect. All safety and labour laws enforced by statutory agencies and by India Government Mint, Kolkata shall be applicable in the performance of this Contract and Bidder shall abide by these laws.

7.14 The deployed manpower of bidder shall not divulge or disclose to any unauthorized person i.e. any details of office, operational process, technical know-how, SAP details of the company, security arrangements and administrative/ organizational matters as all are of confidential nature.

Penalties	<ul style="list-style-type: none">i. Whenever and wherever it is found that the assigned work is not performed up to the entire satisfaction of the India Government Mint, Kolkata, it will be brought to the notice of Bidder by the India Government Mint, Kolkata and if no action is taken immediately, penalty of Rs.1000/- per day per complaint will be imposed by invoking penalty clause.ii. In case the Bidder fails to fulfill the statutory requirements as per the conditions of the tender document and fails to produce the concerned documents, if asked, it shall be treated as breach of the Contract and the Bidder is liable to be blacklisted by the India Government Mint, Kolkata, in addition to forfeiture of Performance Security Deposit.iii. The Bidder must ensure that all the manpower deployed is punctual in office timings failing which penalty of Rs.200/- per person per day in each case shall be deducted from the monthly bill.
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**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 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, Quality Control Criteria and Buyer added ATC and confirm to abide to those conditions without any counter conditions.
3. "We are accepting all the terms and conditions of this GeM Tender document unconditionally without any deviations"
4. We do accept all the terms and conditions of GIT & GCC link given in buyer added bid specific ATC 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 as per buyer added bid specific ATC	
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	
	GEN	
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	

B. Part II : (Price Bid Cover)

Sl. No.	Description	Submitted/ 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 as per price schedule attached at the end of bid document		

- 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.

PRICE SCHEDULE

Hiring of IT Manpower for Maintaining IT Infrastructure at India Government Mint, Kolkata (As details mentioned in Technical Specifications) (Price to be quoted inclusive of all, complete in all respect)

Quantity: 12 Months

Basic Price/ 1 Month :

Other Charges (If any) :

GST/ 1 Month :

Total Price including all for 1 Month:

Total Price including all for 1 Month in words:

Total Price including all for 12 Months on FOR, IGM, Kolkata basis at India Government Mint, Kolkata:

Total Price including all for 12 Months on FOR, IGM, Kolkata basis at India Government Mint, Kolkata in words:

Abbreviation "FOR" Free on Rail(i.e: Landed cost to the India Govt. Mint, Kolkata inclusive of all taxes & duties), "IGM" India Govt. Mint.

NOTE :

1. Bidder to furnish stipulated documents along with tender in support of fulfillment of tender criteria. Further correspondence in this regard will not be entertained for any reason. Non-submission or incomplete submission of documents may lead to rejection of offer.
2. L1 firm will be declared from valid offers only those who submitted offer as per specification & as per all terms & condition of the tender. If there is any deviation in specification & if the offer is not found as per terms & condition of the tender, their offer will be treated as invalid/unresponsive offer.
3. 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.