



SECURITY PRINTING AND MINTING
CORPORATION OF INDIA LIMITED

**INDIA GOVERNMENT MINT, MUMBAI
A UNIT OF SECURITY PRINTING AND MINTING CORPORATION
OF INDIA LIMITED (SPMCIL)
(WHOLLY OWNED BY GOVERNMENT OF INDIA)
SHAHID BHAGATSINGH ROAD, FORT, MUMBAI 400 001
INDIA**

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EXPRESS NATIONAL COMPETITIVE BIDDING NO. 6000015170

DATED: 25.08.2020

NON-COMPREHENSIVE AMC OF IT INFRASTRUCTURE

Closing date and time for receipt of Tender - 08.09.2020 AT 02.30 P.M.

Place of receipt of Tender - INDIA GOVT. MINT, MUMBAI

Date and time of opening of Tender - 08.09.2020 AT 03.00 P.M.

Place of opening of Tender - INDIA GOVT. MINT, MUMBAI



SECTION I: NOTICE INVITING EXPRESS NATIONAL COMPETITIVE BIDDING

NON-COMPREHENSIVE AMC OF IT INFRASTRUCTURE

Express NCB No. 6000015170

Date: 25.08.2020

1. India Government Mint, Mumbai (A unit of SPMCIL), Shahid Bhagat Singh Road, Fort, Mumbai - 400001, invites sealed tenders from eligible and qualified tenderers for the below mentioned:

Schedule No.	Brief description of goods/services	Earnest Money Deposit	Due date & time for opening of tender	Delivery Period
1.	IT SERVICE SUPPORT STAFF	Rs. 42,000/- to be deposited along with Techno-Commercial Bid.	Techno Commercial Bid will be opened on <u>08.09.2020 at 03.00 pm</u>	Please refer Section VI-(List of Requirements) of the tender document
2.	ALL SPARE SPARTS (For full details please see the technical specification as mentioned in Section VII of the tender document.)			

Type of Tender	Express National Competitive Bidding in Two Bid system viz. Techno-Commercial Bid & Financial Bid.
Price of the Tender Document	Rs. 1180/-
Closing date and time for receipt of tenders	08.09.2020 upto 02.30 P.M.
Place of receipt of tender	India Government Mint, Mumbai
Time and date of opening of tender	1) 08.09.2020 at 03.00 P.M. for Techno-Commercial Bid. 2) For Price Bid :- Date will be intimated later on only to those whose Techno-Commercial Bid is accepted.
Place of opening of tender	India Government Mint, Mumbai
Nominated Person/Designation to receive bulky tenders (Clause 21.1 of GIT)	CHIEF PURCHASE AND STORES OFFICER INDIA GOVERNMENT MINT, MUMBAI

2. Interested tenderers may obtain further information about this tender from the above office selling the documents. They may also visit our website mentioned above for further details viz. igmmumbai.spmcil.com.



3. Tender documents may be purchased on payment of non-refundable fee of Rs.1,180/- (Rupees One Thousand One Hundred Eighty Only) per set in the form of account payee demand draft/ cashier's cheque/ certified cheque, drawn on a scheduled commercial bank in India, in favour of "India Government Mint (Unit of SPMCIL), Collection A/c", payable at Mumbai. The participating MSEs who are currently registered and will continue to remain registered during the tender validity period with District Industries Centers or Khadi & Village Industries commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts & Handlooms or any other body specified by Ministry of Micro Small & Medium Enterprises are exempted from payment of Tender fee if the Bidder's MSE Certificate clearly mentions the scope as per Tender subject.
4. EMD in the form of account payee Demand Draft/Bankers Cheque/FD Receipts ONLY, of any Scheduled Commercial Bank in India, in favour of "India Government Mint (unit of SPMCIL) Collection A/c" is to be furnished along with Techno-Commercial Bid. The EMD amount is Rs. 42,000/- (Rupees Forty Two Thousand only). **Bank Guarantee will not be accepted.** The participating MSEs who are currently registered and will continue to remain registered during the tender validity period with District Industries Centers or Khadi & Village Industries commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts & Handlooms or any other body specified by Ministry of Micro Small & Medium Enterprises are exempted from payment of EMD if the Bidder's MSE Certificate clearly mentions the scope as per Tender subject.
5. Performance Security: Performance Security @ 10% of the total cost of the contract, by D.D./Bank Guarantee from Scheduled Commercial Bank only, will have to be paid by the successful bidder within 21 days from the date of issue of Notification of Award of Contract after which Purchase Order will be placed. The Bank Guarantee should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the contractor. Performance Security will be refunded to the contractor without any interest, whatsoever, after it duly performs and completes the contract in all respect but not later than 60 days of completion of all such obligations under the contract.
6. If requested, the tender documents will be mailed by registered post/ speed post to the domestic tenderers, for which extra expenditure per set will be Rs. 500/- The tenderer is to add the applicable postage cost in the non-refundable fee mentioned in Para 3 above.
7. Tenderer may also download the tender documents from the web site igmmumbai.spmcil.com submit the tender by utilizing the downloaded document, alongwith the required non-refundable fee as mentioned in Para 3 above.
8. Tenderers shall ensure that their tenders, duly sealed and signed on each page, complete in all respects as per instructions contained in the Tender Documents, are dropped in the tender box located at the address given below on or before the closing date and time indicated in the Para 1 above, failing which the tenders will be treated as late and rejected.



9. In the event of any of the above mentioned dates being declared as a holiday/ closed day for the purchase organization, the tenders will be sold/ received/ opened on the next working day at the appointed time.
10. Section II : For details regarding General Instruction of Tenderers (GIT) please refer to our website <http://www.spmcil.com/spmcil/UploadDocument/GIT.pdf>.
11. Section IV : For details regarding General Conditions of Contract (GCC) please refer to our website <http://www.spmcil.com/spmcil/UploadDocument/GCC.pdf>.
12. The tender documents are not transferable.
13. India Government Mint, Mumbai's right to accept any tender and to reject any or all tenders. India Govt Mint, Mumbai reserves the right to accept in part or in full any tender or reject any tender without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, what so ever to the affected tenderer or tenderers.
14. For the purpose of e-payment kindly ensure to submit the following information in table format on your letter head with seal and signature:
Bank Mandate form for RTGS/NEFT
 1. Vendor Name
 2. Vendor Account Number
 3. Vendor Address
 4. Vendor Bank Name
 5. Vendor Bank Address
 6. PAN card No.
 7. Vendor Bank IFSC Code
 8. Vendor Bank MICR Code
 9. Vendor Bank Branch Code
 10. Account typeNote :Kindly attach a cancelled cross cheque.

SPECIAL INSTRUCTIONS:

1. Micro and Small Enterprises firm are exempted from submitted Tender Fees and Earnest Money Deposit. Please send the copy of valid registration certificate of Micro and Small Enterprises along with your bid/ quotation otherwise your offer will not be considered for above exemption. Tendered items should be part of store list of MSME/NSIC/DIC certificate.
2. Price quotation in tenders:
 - a. In tender, participating Micro and small Enterprises quoting price within price band of L1+ 15 per cent shall also be allowed to supply a portion of requirement by bringing down their price to L1 price in a situation where L1 price is from some one other than a Micro and Small Enterprise and such Micro and Small Enterprise shall be allowed to supply up to 25 per cent of total tendered value.



- b. In case of more than one such Micro and small Enterprise, the supply shall be shared proportionately (to tendered quantity)
 - c. In case of tender item have non-split able or non-dividable etc. MSE quoting price within price band L1+15% may be awarded for full/complete supply/ service of total tendered value to MSE
 - d. Minimum 3 per cent reservation for women owned MSEs within 25 percent mentioned above (i.e 3 percent out of 25 percent)
3. Special provisions for micro and small enterprises owned by SC or ST:
Out of 25 per cent allowed for procurement from Micro and Small Enterprises, a sub-target of 25 per cent (i.e 4 per cent of 25 per cent) shall be allowed for procurement from Micro and Small Enterprises owned by the Scheduled caste or the scheduled tribe entrepreneurs. Provided that in event of failure of such-target for procurement earmarked for Micro and Small Enterprises owned by Scheduled caste or Scheduled Tribe Entrepreneurs shall be met from other Micro and Small Enterprises.
4. Relaxation of Norms for startups and Micro Enterprises on Prior Experience and prior turnover criteria. In exercise of Para 16 of Public Procurement Policy for Micro Enterprises order 2012, India Govt Mint, Mumbai has relaxed the condition of prior turnover and prior experience with respect to Micro and small Enterprises subject to meeting of quality and technical specifications.

Sd/-

CHIEF PURCHASE AND STORES OFFICER
FOR CHIEF GENERAL MANAGER

INDIA GOVERNMENT MINT,
SHAHID BHAGAT SINGH ROAD,
FORT, MUMBAI 400001.



SECTION III :- SPECIAL INSTRUCTIONS TO TENDERERS (SIT)

The following Special Instructions to Tenderers will apply for this purchase. These special instructions will modify/ substitute/ supplement the corresponding General Instructions to Tenderers (GIT) incorporated in Section II. The corresponding GIT clause numbers have also been indicated in the text below :

In case of any conflict between the provision in the GIT and that in the SIT, the provisions contained in the SIT shall prevail.

Sl. No.	GIT Clause No.	Topic	SIT Provision
1.	18.2 & 18.4	Earnest Money Deposit (EMD)	<p>Earnest Money Deposit amounting to Rs. 42,000/- (Rupees Forty Thousand only) in the form of account payee Demand Draft or Bankers Cheque/FD Receipt ONLY, in favour of "India Government Mint (unit of SPMCIL) Collection A/c" is to be furnished alongwith the Techno-Commercial Bid. Bank Guarantee will not be accepted for the same.</p> <p>The participating MSEs who are currently registered and will continue to remain registered during the tender validity period with District Industries Centers or Khadi & Village Industries commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts & Handlooms or any other body specified by Ministry of Micro Small & Medium Enterprises are exempted from payment of Tender fee if the Bidder's MSE Certificate clearly mentions the scope as per Tender subject.</p> <p>In case the tenderer falls in these categories, it should furnish certified copy of its valid registration details.</p> <p>However, the Security Deposit/Performance Security will be applicable. No exemption will be given for depositing of Security Deposit (S.D) to any mentioned above.</p>
2.	19	Tender Validity	180 days
3.	35.2	Tender evaluation	Evaluation will be based on total cost and not category wise or unit wise.
4.	35.3	Additional Factors for Evaluation of Offers	Since the job is not splittable participating MSEs quoting price within price band of L1+15% shall be allowed to bring down their price to L1 price where L1 is non MSE. On acceptance of the above, the total job shall be awarded to the MSME firm.
5.	Nil	Undertaking	Please refer Clause no. 3. Part 1.(vii) under Section VI
6.	Nil	Submission of offer	Please refer Clause no. 3 under Section VI



SECTION V: SPECIAL CONDITIONS OF CONTRACT (SCC)

The following Special Conditions of Contract (SCC) will apply for this purchase. The corresponding clauses of General Conditions of Contract (GCC) relating to the SCC stipulations have also been incorporated below. These Special Conditions will modify/ substitute/ supplement the corresponding (GCC) clauses.

Whenever there is any conflict between the provision in the GCC and that in the SCC, the provision contained in the SCC shall prevail.

(Clauses of GCC listed below include a possibility for variation in their provisions through SCC. There could be other clauses in SCC as deemed fit).

Sl. No.	GCC Clause No	Topic	SCC Provision
1.	10	Terms of Delivery	<p>1. The Annual Maintenance Contract for IT infrastructure support services and 4 Numbers of IT engineers deployment at IGMM is for period of one year from the date of placement of order.</p> <p>2. Items under 1 to 164 shall be under rate contract for 1 year from the date of placement of order. Bidders are to quote the unit rate and the same shall remain fixed during the currency of the contract.</p> <p>The contract may be subject to further extension by three months under Option Clause (Sl. No.3), if required by I.G.Mint, Mumbai at same rates and other terms & conditions.</p>
2.	16.2	Warranty	Warranty shall remain valid for 12 months from the date of supply of material under schedule no. 2
3.	19.3	Option Clause	India Government Mint Mumbai reserves the right to extend the contract at the same rate and terms & conditions for a further period of three months by giving reasonable notice before the last date of contract period
4.	22,22.1, 22.2, 22.3, 22.4,22.6	Terms and mode of payment	<p>1) Monthly basis after completion & certification of services under Terms of Delivery (Sl..No.1)</p> <p>2) On actual consumption basis of spares & consumables for goods received under Terms of Delivery (Sl..No.2).</p>



SECTION VI : LIST OF REQUIREMENTS

Schedule No.	Brief description of goods and services	Accounting Unit	Quantity	Amount of Earnest Money
1.	IT SERVICE SUPPORT STAFF			
2.	ALL SPARE SPARTS As per Section VII – Technical Specifications.	AU	1	Rs. 42,000/- to be submitted alongwith Techno Commercial Bid.

1. REQUIRED TERMS OF DELIVERY:

1. The Annual Maintenance Contract for IT infrastructure support services and 4 Numbers of IT engineers deployment at IGMM is for period of one year from the date of placement of order.
2. Items under 1 to 164 under scope of supply (Section-VII) shall be under rate contract for 1 year from the date of placement of order. Bidders are to quote the unit rate and the same shall remain fixed during the currency of the contract. The delivery of the material shall be as and when required basis.

2. PLACE OF SERVICE:

India Government Mint, Mumbai

3. SUBMISSION OF TENDERS AND TENDER EVALUATION :

(a) Techno-Commercial Bid and Price Bid are to be submitted in two separate double sealed envelopes. The envelopes containing bids shall be superscribed "Techno-Commercial Bid", "Price Bid", as the case may be, for " Non Comprehensive AMC of IT Infrastructure". The sealed envelopes shall again be put in another sealed cover and should be superscribed "TENDER NO. 6000015170 DATED. 25.08.2020 For "Non –Comprehensive AMC of IT Infrastructure". The sentence "NOT TO BE OPENED" before 08.09.2020 (The tenderer is to put the date & time of tender opening) is to be written on this envelope and is to be submitted on or before the due date of submission of tender.

(b) Bid to be submitted in Two Parts as given below:

PART 1 : TECHNO-COMMERCIAL BID

- i. One original and one duplicate copy shall be submitted. It should not have any price aspects.
- ii. Power of Attorney/ Authorization with the seal of the company of person signing the



tender documents.

- iii. Tender document fee of Rs. 1180/- (Exempted for MSEs as per NIT Clause no.3).
- iv. Earnest Money Deposit (EMD): Rs.42,000/- (Exempted for MSEs as per NIT Clause no.4).
- v. Duly filled tender form as per Section-X is to be submitted. No price detail is to be given in this bid. In case if any price detail is given, then the bids are liable to be rejected.
- vi. Duly signed and filled up Questionnaire (Section XII).
- vii. The following undertaking needs to be invariably submitted along with the offer failing which the offer shall be rejected and no further communication shall be entertained.

Undertaking:-

"Our offer against tender no:_____ doesn't contain any deviation from the stipulated tender conditions and we accept all the terms and conditions of the tender enquiry without any deviations."

The said undertaking should be provided in a letter head duly sealed and signed by the bidder.

- viii. The tenderer shall submit detailed techno-commercial offer as per Technical Specifications given in Section VII of this tender document.
- ix. The tenderer has to submit acceptance of all Sections of this Tender document (GIT, SIT, GCC, SCC).
- x. Qualification/Eligibility Criteria

For Non-MSE Firms

The bidder should meet the following qualification criteria :-

1. Experience & Past Performance: -
Bidder Firm should have successfully completed to supply at least 1 (One) IT Service Support Staff and delivery of spare parts to any Govt./PSU or any other reputed organization in any one year during last five years ending 31.03.2020.
2. Capability - Equipment & Supply Facilities:-
Bidder Firm should have annual capacity to "supply at least 1 (One) IT Service Support Staff and delivery of spare parts to any Govt./PSU or any other reputed organization.

For MSE Firms

The bidder should meet the following qualification criteria :-

1. Capability - Equipment & Supply Facilities:-
Bidder Firm should have annual capacity to "supply at least 1 (One) IT Service Support Staff and delivery of spare parts to any Govt./PSU or any other reputed organization.



PART 2 : PRICE BID

The Bidders shall quote the price and other elements of price as per the format given as Section XI of this tender document. Insertion, post script, addition and alteration shall not be made. If any, will not be considered for calculating the price.

NOTE:

1. ALL SECTION AND PAGES OF THE TENDER DOCUMENT STRICTLY SHOULD BE SIGNED, NAME AND SEALED BY BIDDER FIRM.
2. BIDDER TO FURNISH STIPULATED DOCUMENTS ALONG WITH TENDER IN SUPPORT OF FULFILMENT 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.

(c) Evaluation Criteria for L1 Bidder:

The techno-commercial bids are to be opened in the first instance, at the prescribed time and date. These bids shall be scrutinized and evaluated by the competent committee/authority with reference to the parameters prescribed in the PART 1 : TECHNO-COMMERCIAL BID, above. Subsequently, in the next stage, the Price Bid of only the techno-commercially acceptable offers (as decided in the first stage) shall be opened for further scrutiny and evaluation. Intimation regarding opening of Price bids shall be given to acceptable tenderers to enable them to attend the Price Bid opening, if they so desire. The method of evaluation of L1 bidder for awarding the Contract shall be on consolidated grand total offered by the bidder and will be decided by taking into consideration the grand total offered price as per Section – XI (Price Schedule) of this tender document.



SECTION VII : TECHNICAL SPECIFICATIONS

Schedule 1 : IT Service Support Staff
For Non –Comprehensive AMC of IT Infrastructure

Scope of Service

1. Support includes all the IT infrastructure support services and 4 Numbers of IT engineer's deployment at IGMM. It will include following IT infrastructure with others.
 - 1) Servers and their accessories-HP, Dell, IBM.
 - 2) Desktop and their accessories like mouse, keyboards etc.-Dell, HP, Lenovo, HCL.
 - 3) Switches-CISCO, D-Link.
 - 4) Routers-CISCO, D-Link.
 - 5) UPS-Emerson, APC.
 - 6) Racks-Val racks, Belkin racks.
 - 7) Printers with and without Scanners-HP, Canon, Epson.
 - 8) OFC-CISCO, TP-Link.
 - 9) Media Convertor-TP-Link, D-Link.
 - 10) Laptop-HP, Dell.
 - 11) RPS-CISCO, HPE.
2. All the spare parts of above mentioned items which are not covered in BOQ will be repaired or replaced under service agreement of IT support staff with the vendor.
3. The required record and proper documentation of above spare parts movement would be maintained by vendor with monthly report submission for the same.
4. The payment for spare parts of IT infrastructure shall be made on actual consumption basis.
5. The spare parts and accessories should be of reputed brands. Other spares and accessories are strictly not to be used.
6. The vendor shall ensure that the malfunctioning hardware, accessories, operating systems, systems software (if any) is rectified within two hours of lodging the complaint by the IGMM. If the vendor is not able to rectify the same by the stipulated time, the vendor shall provide, at their own cost, requisite hardware/ software to ensure business continuity.
7. The 'Downtime' in respect of the equipment shall be calculated as under: -
 - In case, the IT equipment except Network Equipment's/Items is not made functional or standby is not provided within 24 hours, the penalty of Rs. 200 per day will be imposed. Deduction will be made on their respective bills.
 - In Case of Network Equipment's/Items downtime for more than 4 hours, Rs. 500/- per day penalty will be imposed. Deduction will be made on their respective bills.



- Ensure IT equipment uptime of 99.95 % to be calculated on monthly basis with penalty clause introduced for non-compliance.

The problems will be classified into 3 Severity Levels:

- Severity Level – 1 (Top level priority): Calls that can have severe impact on unit affecting large number of users. That Calls to be attended immediately and resolved within 4 hrs. The issue should be resolved either through repair or bringing up backup of respective IT equipment/items.
- Severity Level – 2 (Middle level priority): The end user system is unusable affecting individual users. For example, problems in system, printer or any attached peripheral, virus problems, network connectivity problems etc. Calls to be attended within 2 hours and resolved within two days.
- Severity Level – 3 (Low level priority): New Software/ Hardware installations & upgrades, change in configuration of the desktop etc. calls to be attended in 4 hours and resolved within 2 days.

8. Minimum Eligibility of IT Engineers at IGMM: -

(I) Network Support Engineer - Nos.-1

- 1) Qualification: B. Tech /B. E. / MCA, M.Sc. (IT, ECE, Computers) with minimum 2 years' experience as Network Administrator and should have Certification in CCNA/CCNP.

Or

BSc. (IT, Computer Science)/BCA / Diploma holder with minimum 3 year of experience as a Network administrator and should have Certification on CCNA/CCNP.

- 2) Experience in Managing LAN network/servers of around 200 systems.

- 3) Job Profile: Analyzing call logs to reported issues, network Fault Analysis, connectivity of LAN/WAN, configuration and management of Firewall system /antivirus system, monitor virus protection throughout the unit, Monitor server room with reports submission at every month end.

- 3.1 Daily check-ups for all the IT Equipment Like servers/UPS/Routers/PC's/Switches/ Outlook Connectivity/SAP Connectivity in IGMM Unit.

- 3.2. Coordination with central Data center IT team for IT issue if it's not solved at unit end.



- 3.3. Coordinate with his company manager for proper parts replacement without delay.
- 3.4. Configuration of switches and routers if any.
- 3.5. Aware about the SLA (For required response/resolution)
- 3.6. The engineer will be handle updated IT inventory of IGMM daily and report to IGMM IT officials.
- 3.7. Ensure servers should be working on 24*7*365 basis.
- 3.8. Deployed engineers should do all any other task assigned by IGMM IT Officials.

(II) IT Support Engineer - Nos.-3

1. Qualification: BSc. (IT, Computer Science)/BCA / Diploma holder or higher.
2. Experience: Minimum 1 Year and should have basic knowledge of all the IT Hardware equipment like Routers, switches, UPS, Printers, Servers etc.
3. Job Profile: Installing and configuring computer systems and diagnosing and solving hardware/software/ faults of the reported issues from IGMM unit's users, logging employee queries on IT Helpdesk, MS Office, Excel sheet work etc.,
 - 3.1. Time to Time archive the users' mail box,
 - 3.2. Should be aware of MS office/Excel sheet etc.
 - 3.3. Coordination with network support staff.
 - 3.4. Should have skills to diagnose the root cause of reported hardware's problem.
9. General Scope for vendor and their engineers: -
 - a) Overall Management of IT Infrastructure with Peripherals and networking at IGMM.
 - b) Co-ordination with suppliers/OEMs for the equipment's under warranty.
 - c) Checking & managing network status and taking remedial action in case of problems.
 - d) Other important activity shall be.
 - i) Daily Maintenance of system configuration antivirus update, system Patch update on time.
 - ii) Operating and managing SPMCIL Service desk.
 - iii) Overall Security of the network.
 - iv) Keep track of virus attack on daily basis and remedial.
 - v) Keep records for Internet Log of users with virus attack on daily basis.
 - vi) Routinely patch updates management for OS and antivirus.



- vii) Daily check-up activity at cyber-roam firewall with all related activities.
 - viii) In case of hardware replacement, the vendor will configure the switches /Access point etc. as per previous configuration.
 - ix) Monthly report submission for virus attack, Patch update of OS, Antivirus etc.
- e) Engineer deployed at IGMM should have professional behaviour. There should not be any dispute arise to any of IGMM employee if found doing so, the engineer would be replaced by the vendor on immediate basis.
- f) The IT Staffs should be responsible for logging all complaints received through phone, email or on paper. Issue of complaint numbers, adjudging severity of the problem, replacement of faulty parts, coordination for issue of gate passes of materials out for repairs, receipts of material after repairs, maintaining proper record of the material in/out, tracking call status, escalating calls if necessary to higher levels, generation of call reports and other reports on pending calls etc., analyzing call statistics, logging & following up with other vendors for rectification of problems with other equipment under other vendor's warranty.
- g) Operational working days are from Monday to Saturday. In case of any major fault or office need vendor should depute engineers on holiday also.
- h) The vendor shall, in no case replace any working parts from office, if found doing so, the contract shall stand terminated forthwith with further administrative action.
- i) The vendor should be a dealer/distributor of brand for available IT infrastructure/equipment/items at IGMM.
10. Regular system check against virus attack is the responsibility of deployed engineers of vendor. Vendor would be responsible for any kind of such virus attack and data loss. Vendor should take appropriate action proactively with available firewall and antivirus with IGMM in case of virus attack to avoid any loss of data. Necessary administrative action would be taken against vendor in any such data loss due to virus attack.
11. It is responsibility of vendor's deployed engineer to run application software for monitoring of following services on demand or daily basis.
- a. Network management system
 - b. Virus management System
 - c. SPMCIL Service Helpdesk
 - d. ESSL Biometric AMS Machine hardware and software
 - e. Cyberoam firewall security hardware and software both.



- f. Visitor Management Software
 - g. IGMM Card making software
 - h. Projectors, big display of conference room etc.
12. The activities to be covered under this service includes, but not limited to, the following:
- (i) Break-fix
 - (ii) Performance Management
 - (iii) Configuration Management
 - (iv) Network Management
 - (v) Security Management
 - (vi) Updating Patches of all the desktop/servers time to time
 - (vii) All required Upgrades
 - (viii) Bug Fixing
 - (ix) OS Maintenance and updates
 - (x) Alerts (remote and local) Management
 - (xi) Provision of alternate service engineers in case of long leave or resignation of any deployed engineer.
13. The selected bidder has to ensure that man power deployed at IGMM should submit Police verification report before deployment of resources.
14. The agency shall deploy good and reliable persons with robust health. In case any of the personnel so provided is not found suitable by the IGMM, IGMM have the right to ask for his replacement without giving any reason thereof and bidder will have to replace such persons immediately.
15. The personnel's so deployed should follow strict discipline, be punctual & sincere in attendance.
16. Changing of Staff should be intimated to IGMM at least 1 month in advance.
17. The manpower deployed by the selected bidder should also maintain secrecy, discipline and properly dressed in the premises of IGMM.
18. The rates to be quoted should include cost of each and every item including transportation cost, manpower cost and taxes etc.
19. The Selected bidder will ensure that no information about the software, hardware, database, and the policies of the client organization is taken out in any form including electronic form or otherwise, from the client site by the manpower posted by them.



20. The Selected bidder shall forward the list of the candidates with designation and resume along with necessary certificates. The Selected bidder should ensure that qualification is fulfilled as per the tender documents.
21. The Selected bidder will ensure that salaries are given to the deployed technical professionals last day of month without any delay.
22. The Deployed persons in IGMM will be the employees of the service provider and IGMM shall have nothing to do with their Employment and non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against IGMM.
23. The service provider personnel shall not divulge or disclose to any person, any details of Office, operation process, technical know-how, security arrangements, administrative/organizational matters as all are confidential / secret in nature.
24. Any data, reports, papers etc. should not be carried out without written permission of IGMM, outside its premises. Also, any outside data, software etc. should not be brought in the office of IGMM without written permission.
25. The bidder must provide to its employees their photo identity cards and ensure display during duty time.
26. The bidder shall not engage any sub-contractor or transfer the contract to any other firm.
27. The service provider, employees shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the property/person.
28. The Vendor shall ensure that no employees so deployed are below 18 years.
29. Prior to submitting the offer, bidder may visit the location.
30. The bidder or their supplied support staffs should have experience in Cyberoam firewall. The selected bidder should be successfully implemented Cyberoam firewall in any company.
31. The selected bidder should have their service location/working office in Maharashtra state.



Schedule 2: All Spare Parts

Scope of Supply

1. The vendor shall maintain onsite inventory of spare parts for available IT infrastructure/items which should include at least the following:

- Spares of Computer Desktop with TFT 02 Nos.
- Keyboard 05 Nos.
- Mouse 05 Nos.
- SMPS 05 Nos.
- HP Laserjet Printer 02 No.
- HP MFP Laserjet 02 NO.
- UPS with battery 01 No.
- E-Net Card 05 No.
- 8/16/24 port Switch 01 No. for each
- Media Convertor 01 Pair
- OFC Pigtail 02 Nos.
- OFC Patch Cord 02 Nos.
- Power Cable 05 Nos.
- USB Cable 05 Nos.
- VGA Cable 05 Nos.
- RPS 01 No.
- HDD 500 GB 02 Nos.
- Motherboard (AsRock, Foxconn etc.) 05 Nos.
- Processor 02 Nos.
- 2GB RAM DDR 1/2/3 of Desktop/Laptop 01 No.



BOQ List

SPARE PARTS FOR IT Infrastructure		Quantity (in nos.)
S.No	Name Of Spare Parts	
	RAM	
1	1 GB RAM DDR-III	1
2	2 GB RAM DDR-III	1
3	4 GB RAM DDR-III	1
4	1 GB RAM DDR-II	1
5	2 GB RAM DDR-II	1
6	4 GB RAM DDR-II	1
7	1 GB RAM DDR-I	1
8	2 GB RAM DDR-I	1
9	8 GB RAM- ddr3 desktop	1
10	8 GB RAM- ddr4 desktop	1
	Processor	
11	Processor (CPU) dual core	1
12	Processor (CPU) Core i3	1
13	Processor (CPU) Core i5	1
14	AMD PROCESSOR	1
	Motherboard	
15	Motherboard Supporting Dual Core	1
16	Motherboard Supporting Core i3	1
17	Motherboard Supporting Core i5	1
18	AMD MOTHERBOARD	1
19	I7 PROCESSOR Motherboards	1
	CPU FAN	
20	P-VI FAN	1
21	Dual Core FAN	1
22	Core i3 FAN	1
23	i7 Fan	1
24	Core i5FAN	1
25	AMD FAN	1
	Hard disk	
26	Harddisk 1 Tb	1
	Mouse	
27	Mouse (USB)	1
28	Mouse (PS2)	1
29	Wireless Mouse	1
	Keyboard	
30	Keyboard (USB)	1



31	Keyboard (PS2)	1
32	Wireless Keyboard	1
33	Cabinet ATX	1
	TFT Monitor	
34	LCD and LED Display/ 18.5"	1
	SMPS (Power Supply)	
35	SMPS ZEB	1
36	SMPS Dell	1
37	SMPS HP	1
38	SMPS HCL	1
39	IBALL SMPS	1
	Others	
40	USB HUB	1
41	Blower	1
42	Taflone Jelly	1
43	Graphic Card	1
44	Wi-Fi USB Adaptor	1
45	Cmos Battery	1
46	AAA Cell for keyboard, mouse etc	1
47	Mouse Pad	1
48	USB Cable	1
49	SATA Cable	1
50	VGA Cable	1
51	Power Cable	1
52	LAN CARD Desktop	1
53	VGA CARD FOR DESKTOP	1
54	Spike	1
55	CARD READER	1
56	HDMI CABLE	1
57	PS2 TO USB CONNECTOR	1
58	Wireless Keyboard Mouse	1
59	KVM Switch	1
60	Printer Sharing Switch	1
61	LAN Splitter	1
62	CD/DVD with Cover	1
63	Pen drive 32 GB	1
64	SATA TO USB CONNECTOR	1
SPARE PARTS FOR PRINTER		
S.No	Name Of Spare Parts	
65	DMP RD-BD assembly	1
66	DMP Printer Rod	1



67	DMP PFR gear -II	1
68	DMP PFR gear -I	1
69	DMP Platten Gear	1
70	DMP Tractor Unit	1
71	DMP Head Cable	1
72	DMP Ribbon Mask	1
73	DMP BD pully	1
74	DMP Printer Knobe	1
75	DMP Power Supply	1
76	Clutch gear	1
77	Paper Pickup senser	1
78	Logic card	1
79	Printer usb cable	1
80	Doctor Blade	1
81	Taflone Sheet normal	1
82	Taflone Sheet Matelic	1
83	Pressure roller	1
84	Drum	1
85	Formatter Card	1
86	magnetic rod	1
87	pickup roller	1
88	Fuser thermister	1
89	Moter Gear	1
90	Dc Controller board	1
91	scanner Assembly	1
92	Scanner Lamp	1
93	Scanner belt	1
94	Scanner moter	1
95	Main Moter Assembly	1
96	Laser jet Power supply	1
SPARE PARTS FOR LAPTOP		
S.No	Name Of Spare Parts	
97	Laptop Adapter	1
98	Laptop Keypad	1
99	Laptop Touchpad	1
100	Laptop Screen	1
101	Laptop Wi-fi Card	1
102	NW card For LAPTOP	1
103	LAPTOP LAN CARD/ USB to LAN Connector	1
104	Laptop Battery	1



105	Laptop Display Cable	1
106	Laptop Motherboard	1
107	Laptop Hdd 1TB	1
108	Laptop RAM 4 GB	1
109	Laptop Hinge	1
110	Laptop Speakers	1
SPARE PARTS FOR UPS		
S.No	Name Of Spare Parts	
111	UPS DC controller Card 3 KVA	1
112	UPS DC controller Card 6 KVA	1
113	UPS Power Supply 3 KVA	1
114	UPS Power Supply 6 KVA	1
115	UPS 600VA	1
116	UPS battery 12V 26AhSmf Vrla Battery	1
NETWORK ACCESSORIES		
S.No	Name Of Spare Parts	
117	UTP Patch chord 1 mtr.	1
118	UTP Patch chord 2 mtr.	1
119	UTP Patch chord 3 mtr.	1
120	LAN connector RJ-45 per unit	1
121	CAT-6 Cable UTP per Mtr	1
122	LAN CABLE/ 305 mtr Dlink	1
123	Dlink Switch 8 port 10/100 per unit unmanaged	1
124	Switch 8 port 10/100/1000 per unit unmanaged	1
125	Dlink Switch 24 port 10/100/1000 per unit unmanaged	1
126	Cisco Router	1
127	Patch Panel 24 port	1
128	Information Outlet CAT 6 (each) with gang box Single port	1
129	Cassing 30 x 25 mm (1") Per mtr	1
130	Cassing 40 x 25 mm (2") Per Mtr	1
131	PVC Conduit 32 mm (1.25") per mtr	1
132	PVC Conduit 40 mm (1.75") per mtr	1
133	Wi-Fi Access point Dlink	1
134	Media Converter SM 10/100	1
135	Media Converter MM 10/100	1
136	Media Converter SM 10/100/1000	1
137	Media Converter MM 10/100/1000	1
138	SFP Module Cisco	1
139	OFC 6 core indoor/outdoor cable (MM) Per Meter	1
140	OFC 6 core indoor/outdoor cable (SM) Per Meter	1



141	Optical Fiber Connector MM	1
142	Optical Fiber Connector SM	1
143	Optical Fiber pigtail MM	1
144	Optical Fiber pigtail SM	1
145	Optical Fiber Patch Cord, MM 3 mtr	1
146	Optical Fiber Patch Cord, SM 3 Mtr	1
147	24 Port LIU WITH COUPLER MM	1
148	24 Port LIU WITH COUPLER SM	1
149	12 Port LIU WITH COUPLER	1
150	GI Pipe per Mtr.	1
151	2" (Inches) diameter HDPE Pipe (Per Meter)	1
152	1" (Inches) diameter HDPE Pipe (Per Meter)	1
153	Network Accessories Flexible Pipe in roll	1
154	Network Accessories Rowal Plug	1
155	Network Accessories ferrul Pack	1
156	Network Accessories Cable Tie	1
SPARE PARTS FOR HP Servers		
S.No	Name Of Spare Parts	
157	Server Motherboard	1
158	4 GB RAM	1
159	1 TB Hard Disk	1
160	Server SMPS	1
161	CD ROM	1
162	Processor	1
163	CPU FAN	1
164	Cabinet	1

Note: - The above quantity is only tentative which may increase or decrease during the contract period.



Section VIII: Quality Control Requirements

Services to be provided as per the specifications mentioned in Section VI and Section VII.



SECTION X: TENDER FORM

Date:

To
India Government Mint,
(A Unit of Security Printing &
Minting Corporation of India Ltd.)
Shahid Bhagatsingh Road, Fort
MUMBAI – 400 001.

Ref: Your Tender document No. _____ dated _____

We, the undersigned have examined the above mentioned tender enquiry document, including amendment No. _____ dated _____ (if any), the receipt of which is hereby confirmed. We now offer to supply and deliver _____ (description of goods and services) in conformity with terms of tender document.

If our tender is accepted, we undertake to supply the goods and perform the services as mentioned above, in accordance with the delivery schedule specified in the List of Requirements.

We further confirm that, if our tender is accepted, we shall provide you with a performance security of required amount in an acceptable form in terms of GCC Clause 6, read with modification, if any, in Section-V – “Special Conditions of Contract”, for due performance of the contract.

We agree to keep our tender valid for acceptance for a period upto _____, as required in the GIT Clause 19, read with modification, if any in Section-III - “Special Instructions to Tenderers” or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this tender upto the aforesaid period and this tender may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this tender read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.

Dated this _____ day of _____

For and on behalf of

(With seal)

Signature

Name

In the capacity of

(DULY AUTHORISED TO SIGN THE BID)



SECTION XI : PRICE SCHEDULE

A price schedule appropriate to the nature of goods/services to be attached here

1. Name of tenderer:
2. Opening date & time:
3. The tender shall remain valid for acceptance for 180 days, from the date of tender opening.

Format for Bidder : Adhering to the format given below is a Pre-requisite for considering your quotations, Price should be quoted in Indian rupees and on door delivery basis:

Sr. No.	Price Break Up for: NON-COMPREHENSIVE AMC of IT Infrastructure	
PART-1		
1.	Monthly fixed charges for providing 4 manpower on per day basis.	
2.	GST(18%) ON (1)	
3.	Total [1+2]	
PART-2		
Sr. No.	Price Break up RATE FOR SCHEDULE/ITEM NO. (1-164) (Ref: BOQ under Section VII)	
1.	Basic Price per unit	
2.	Packing and Forwarding charges	
3.	Freight Charges	
4.	Insurance Charges	
5.	GST	
6.	Total cost for whole quantity with all taxes and duties	

NOTE:

1. Please quote the price within 2 decimal place in the quoted Currency. Quotation with price beyond 2 decimal place shall be rejected.
2. Please mention the HSN/SAC Codes against the item.
3. Please quote the percentage of tax applicable.
4. Price bids are to be given in the above format only. Conditional price bid or Price Bid in other format shall be rejected.
5. Evaluation will be based on total cost and not Category wise or Unit wise.
6. The method of evaluation of L1 bidder for awarding the Contract shall be on consolidated grand total offered by the bidder and will be decided by taking into consideration the grand total offered price.

Important

No price to be indicated in the format which is to be enclosed alongwith Techno-commercial Tender (Part I). However, Price Bid (Part II) which contains prices should be in this Proforma only and to be enclosed in a sealed cover separately. The sealed Price-Bid duly superscribed as Price Bid (Part II) should be enclosed to the Techno-commercial bid of the Tender.

.....
Signature of bidder with name, designation and seal



SECTION XII: QUESTIONNAIRE

(to be submitted duly filled)

The tenderer should furnish specific answers to all the questions/ issues mentioned below. In case a question/ issue does not apply to a tenderer, the same should be answered with the remark “not applicable”.

Wherever necessary and applicable, the tenderer shall enclose certified copy as documentary proof/ evidence to substantiate the corresponding statement.

In case a tenderer furnishes a wrong or evasive answer against any of the under mentioned question/ issues, its tender will be liable to be ignored.

1. Brief description and of goods and services offered:
2. Offer is valid for acceptance upto
3. Your permanent Income Tax A/C.No. as allotted by the Income Tax Authority of Government of India :

Please attach certified copy of your latest/ current Income Tax clearance certificate issued by the above authority.

4. Status :
 - a) Are you currently registered with the Directorate General of Supplies & Disposals (DGS&D), New Delhi, and/ or the National Small Industries Corporation (NSIC), New Delhi, and/ or the present SPMCIL and/ or the Directorate of Industries of the concerned State Government for the goods quoted? If so, indicate the date up to which you are registered and whether there is any monetary limit imposed on your registration.
 - b) Are you currently registered under the Indian Companies Act, 1956 or any other similar Act?

Please attach certified copy(s) of your registration status etc. in case your answer(s) to above queries is in affirmative.



5. Please indicate name & full address of your Banker(s) :

6. Please state whether business dealings with you currently stand suspended/ banned by any Ministry/ Deptt. of Government of India or by any State Govt.

.....

(Signature with date)

.....

.....

(Full name, designation & address of the
person duly authorized sign on behalf of the tenderer)

For and on behalf of

.....

.....

(Name, address and stamp of the tendering firm)



SECTION XV: BANK GUARANTEE FORM FOR PERFORMANCE SECURITY

_____ [insert: Bank’s Name, and Address of Issuing Branch or Office]

Beneficiary: _____ [insert: Name and Address of IGM, Mumbai]

Date: _____

PERFORMANCE GUARANTEE No.: _____

WHEREAS (name and address of the supplier) (hereinafter called “the supplier”) has undertaken, in pursuance of contract no..... dated to supply (description of goods and services) (herein after called “the contract”).

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand. We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.



We undertake to pay IGM, Mumbai up to the above amount upon receipt of its first written demand, without IGM, Mumbai having to substantiate its demand.

This guarantee will remain in force for a period of sixty days after the date of completion of all contractual obligations by the supplier, including the warranty obligations and any demand in respect thereof should reach the Bank not later than the above date.

.....

(Signature of the authorized officer of the Bank)

.....

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

.....

Name and designation of the officer

.....

.....

Seal, name & address of the Bank and address of the Branch



SECTION XVI: CONTRACT FORM

(applicable to successful bidder)

The General Manager,
India Government Mint,
(A Unit of SPMCIL),
Wholly owned by Government of India
Shahid Bhagatsingh Road, Fort,
MUMBAI – 400 001

Contract No..... dated.....

This is in continuation to this office' Notification of Award No..... dated

1. Name & address of the Supplier:

2. IGM, Mumbai's Tender document No..... dated..... and subsequent Amendment No....., dated..... (If any), issued by IGM, Mumbai

3. Supplier's Tender No..... dated..... and subsequent communication(s) No..... dated (If any), exchanged between the supplier and IGM, Mumbai in connection with this tender.

4. In addition to this Contract Form, the following documents etc, which are included in the documents mentioned under paragraphs 2 and 3 above, shall also be deemed to form and be read and construed as part of this contract:

(i) General Conditions of Contract;

(ii) Special Conditions of Contract;

(iii) List of Requirements;

(iv) Technical Specifications;

(v) Quality Control Requirements;

(vi) Tender Form furnished by the supplier;

(vii) Price Schedule(s) furnished by the supplier in its tender;

(viii) Manufacturers' Authorisation Form (if applicable for this tender);

(ix) IIGM, Mumbai Notification of Award

Note: The words and expressions used in this contract shall have the same meanings as are



respectively assigned to them in the conditions of contract referred to above. Further, the definitions and abbreviations incorporated under Section –V - ‘General Conditions of Contract’ of IGM, Mumbai’s Tender document shall also apply to this contract.

5. Some terms, conditions, stipulations etc. out of the above-referred documents are reproduced below for ready reference:

(i) Brief particulars of the goods and services which shall be supplied/ provided by the supplier are as under:

Schedule No.	Brief description of goods/services	Accounting Unit	Quantity to be supplied	Unit Price (In `)	Total Price (In `)
--------------	-------------------------------------	-----------------	-------------------------	-------------------	--------------------

Any other additional services (if applicable) and cost thereof:

Total value (in figure) _____ (In words) _____

(ii) Delivery schedule

(iii) Details of Performance Security

(iv) Quality Control

(a) Mode(s), stage(s) and place(s) of conducting inspections and tests.

(b) Designation and address of IGM, Mumbai’s inspecting officer

(v) Destination and despatch instructions

(vi) Consignee, including port consignee, if any

(vii) Warranty clause

(viii) Payment terms

(ix) Paying authority



SECURITY PRINTING AND MINTING
CORPORATION OF INDIA LIMITED

.....

(Signature, name and address of IGM, Mumbai's authorized official)

For and on behalf of.....

Received and accepted this contract

(Signature, name and address of the supplier's executive duly authorized to sign on behalf of the supplier)

For and on behalf of

(Name and address of the supplier)

.....

(Seal of the supplier)

Date:

Place:



SECTION XVII: LETTER OF AUTHORITY FOR ATTENDING A BID OPENING

(Refer to clause 24.2 of GIT)

The General Manager
India Government Mint,
Mumbai

Subject: Authorization for attending bid opening on _____ (date) in
the

Tender of _____.

Following persons are hereby authorized to attend the bid opening for the tender
mentioned above on behalf of _____
(Bidder) in order of preference given below.

Order of Preference	Name	Specimen Signatures
I.		
II.		
Alternate Representative		
Signatures of bidder or Officer authorized to sign the bid Documents on behalf of the bidder.		

Note:

1. Maximum of two representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not produced.



SECTION XIX: PROFORMA OF BILLS FOR PAYMENTS

(Refer Clause 22.6 of GCC)

Name and Address of the Firm.....

Bill No.....Dated.....

Purchase order.....No.....Dated.....

Name and address of the consignee.....

S.No	Authority for purchase	Description of Stores	Number or quantity	Rate	Price per	Amount

Total

1. Freight (if applicable)
2. Packing and Forwarding charges (if applicable)
3. Others (Please specify)
4. GST (as applicable)
5. Net amount payable (in words Rs.)

Despatch detail RR No. other proof of despatch.....

Dated.....(enclosed)



Inspection Certificate No.....Dated.....(enclosed)

Income Tax Clearance Certificate No.....Dated.....(enclosed)

Place and Date

Received `(Rupees).....

I hereby certify that the payment being claimed is strictly in terms of the contract and all the obligations on the part of the supplier for claiming that payment has been fulfilled as required under the contract.

Revenue stamp

Signature and of Stamp Supplier