

भारत प्रतिभूति मुद्रण तथा मुद्रा निर्माण निगम लिमिटेड नई दिल्ली  
SECURITY PRINTING AND MINTING CORPORATION OF INDIA LTD.

16<sup>TH</sup> FLOOR, JAWAHAR VYAPAR BHAWAN, JANPATH, NEW DELHI-110001  
Phone: 011-43582200, 011-23701225 Fax:011-23701223 Email:info@spmCIL.com  
Website: www.spmCIL.com

Standard Bidding Document (SBD)

**Not Transferable**  
Security Classification –Non Security

TENDER DOCUMENT FOR ANNUAL MAINTENANCE CONTRACT OF SPMCIL  
WEBSITE & PORTAL WITH HOSTING FOR TWO YEARS

Tender No. SPMCIL/IT/04/06/2019/7451

Dated-20.03.2019

This Tender Document Contains 32 Pages.

Tender Documents is sold to:

M/s _____
Address _____

Details of Contact person in SPMCIL regarding this tender:

**Sh. Ram Sahai Goojar**  
**Deputy General Manager (IT)**  
Security Printing and Minting Corporation of India Limited  
16<sup>th</sup> Floor, Jawahar Vyapar Bhawan  
Janpath, New Delhi – 110001  
Phone: 011-43582244, 0120-4758001  
Email: [dgmit@spmCIL.com](mailto:dgmit@spmCIL.com)

For and on behalf of  
Security Printing and Minting Corporation of India Ltd

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## Section I: Notice Inviting Tender (NIT)

**SECURITY PRINTING AND MINTING CORPORATION OF INDIA LTD.**

16TH FLOOR, JAWAHAR VYAPAR BHAWAN, JANPATH, NEW DELHI-110001  
Phone: 011-43582200, 011-23701225 Fax:011-23701223 Email:info@spmcil.com  
Website: www.spmcil.com

Tender Sr. No. SPMCIL/IT/04/06/2019/7451

Date 20.03.2019

**Sealed tenders are invited from eligible and qualified tenderers for providing Annual Maintenance Contract of SPMCIL Website & Portal with hosting for two years:**

Brief Description of Services	Earnest Money (in Rs )	Remarks
Annual Maintenance Contract of SPMCIL Website & Portal with hosting for two years	Rs 46,000/-	To submitted with Technical bid
Type Of Tender (Two Bid/ PQB/ EOI/ RC/ Development/ Indigenization/ Disposal of Scrap/ Security Item etc.)	Two Bid System- Technical Bid & Financial Bid	
Dates of sale of tender documents:	From <b>20.03.2019 to 22.04.2019</b> during office hours (9:30am to 5:00pm)	
Price of the Tender Document	Rs.590/- Including GST	
Place of sale of tender documents	SECURITY PRINTING AND MINTING CORPORATION OF INDIA LTD. 16TH FLOOR, JAWAHAR VYAPAR BHAWAN, JANPATH, NEW DELHI-110001	
Closing date and time for receipt of tenders	<b>22nd April, 2019 by 3.00 PM</b>	
Place of receipt of tenders	SECURITY PRINTING AND MINTING CORPORATION OF INDIA LTD. 16TH FLOOR, JAWAHAR VYAPAR BHAWAN, JANPATH, NEW DELHI-110001	
Time and date of opening of tenders	<b>22nd April, 2019 by 3.30 PM</b>	
Place of opening of tenders	SECURITY PRINTING AND MINTING CORPORATION OF INDIA LTD.16TH FLOOR, JAWAHAR VYAPAR BHAWAN, JANPATH, NEW DELHI-110001	
Pre-bid Meeting	<b>At 11:30 AM on 27.03.2019</b> at Security Printing and Minting Corporation of India Ltd, 16th Floor, Jawahar Vyapar Bhawan, Janpath, New Delhi-110001 All pre-bid queries by bidders may be sent in written to <b>dgmit@spmcil.com by 25.03.2019 before 3.30 PM</b> . Any verbal queries other than the written ones pre-submitted will not be entertained during the pre-bid meeting.	
Nominated Person/ Designation to Receive Tenders (Clause 21.1 of GIT)	Dy. General Manager(IT) Security Printing and Minting Corporation of India Limited, 16th Floor, Jawahar Vyapar Bhawan, Janpath, New Delhi – 110001	

1. Interested tenderers may obtain further information about this requirement from the above office selling the documents. They may also visit our website mentioned above for further details.

2. Tender documents may be purchased on payment of non-refundable fee of Rs.590/- (Rupees five hundred ninety only) included GST per set in the form of account payee demand draft, drawn on a scheduled commercial bank in India, in favour of “**Security Printing and Minting Corporation of India Ltd.**” payable at New Delhi.

3. Tenderer may also download the tender documents from the web site [www.spmcil.com](http://www.spmcil.com) and submit its tender by utilizing the downloaded document, along with the required non-refundable fee as mentioned in Para 2 above.

4. Tenderers shall ensure that their tenders, duly sealed and signed, 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.

5. 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.

6. The tender documents are not transferable.

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**Sh. Ram Sahai Goojar**  
**Deputy General Manager (IT)**  
Security Printing and Minting Corporation of India Limited  
16th Floor, Jawahar Vyapar Bhawan  
Janpath, New Delhi – 110001  
Phone: 011-43582244, 0120-4758001  
Email: [dgmit@spmcil.com](mailto:dgmit@spmcil.com)

**For and on behalf of**  
**Security Printing and Minting Corporation of India Ltd**

## **Section II: General Instructions to Tenderer (GIT)**

Please refer to **<http://www.spmcil.com/spmcil/uploaddocument/git.pdf>** for further details (GIT contains 32 pages and will form part of this tender document)

### 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 provision contained in the SIT shall prevail:

S. No.	GIT Clause No.	Topic	SIT Provision												
2	8	Pre-bid Conference	<p><b>At 11:30 AM on 27.03.2019 at</b> Security Printing and Minting Corporation of India Ltd, 16th Floor, Jawahar Vyapar Bhavan, Janpath, New Delhi-110001</p> <p>Pre-bid Conference &amp; Clarifications:</p> <p>a) SPMCIL shall hold a pre-bid meeting with prospective bidders on the date, time &amp; venue as mentioned in NIT.</p> <p>b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to Nodal Officer at email id: <a href="mailto:dgmit@spmcil.com">dgmit@spmcil.com</a> on date and time as per "NIT"</p> <p>c) The queries should necessarily be submitted in the following format:</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th style="text-align: center;">S. No.</th> <th style="text-align: center;">RFP Document Reference &amp; Page Number</th> <th style="text-align: center;">Content of RFP requiring Clarification(S)</th> <th style="text-align: center;">Points of clarification</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>d) SPMCIL shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by SPMCIL.</p>	S. No.	RFP Document Reference & Page Number	Content of RFP requiring Clarification(S)	Points of clarification	1				2			
S. No.	RFP Document Reference & Page Number	Content of RFP requiring Clarification(S)	Points of clarification												
1															
2															
3	11.2	Tender Currency	Tenderer is requested to quote price in INR only and within 2 Decimal places. Quotation with price quote beyond 2 decimal places will be ignored.												
5	18	Earnest Money Deposit (EMD)	<p>Tender should be accompanied with Earnest Money Deposit of Rs 46,000/- (Non-interest bearing) in one of the following forms as given below in favour of "Security Printing and Minting Corporation of India Ltd" payable at New Delhi.</p> <p>. (a) Account Payee Demand Draft or (b) Fixed Deposit Receipt of any Scheduled commercial bank in India or (c) Banker's cheque. The earnest money shall be valid for a period of forty five days beyond the validity period of the tender.</p>												
6	19	Tender Validity	Tenders shall remain valid for acceptance for a period of 120 days from the date of opening of Technical Bid.												
7	20.4	Number of Copies of Tenders to be submitted	Original and One duplicate copy with all the pages of the tender document should be signed with seal & stamp.												

8	20.8	Signing and Sealing of tender	<p>(I) Technical bid and (II) Price bid are to be submitted in two separate doubled sealed envelopes on or before the due date of submission of tenders. It may be noted that the price is not to be quoted in the Technical Bid. It shall only be quoted in price bid. Non-adherence to this shall be making tender liable for rejection. The envelopes containing bids shall be super-scribed Technical bid and Price bid. The sealed envelopes shall again be put in another sealed cover and should be super-scribed with the words “Annual Maintenance Contract of SPMCIL Website &amp; Portal with hosting for two years” and Tender Sr. No. SPMCIL/IT/04/06/2019/7451 dated 20/03/2019 with mentioning on the Envelop that it contains Technical - Bid, Price Bid indicating NIT Date &amp; Due date and to be addressed to the DGM (IT), SPMCIL 16th Floor, Jawahar Vyapar Bhawan, Janpath, New Delhi 110 001 and be dropped in the Tender Box kept at Reception of 16th Floor, SPMCIL, Jawahar Vyapar Bhawan, Janpath, New Delhi 110 001.</p> <p>Note- Tender received without Earnest money and Tender cost shall not be evaluated and will be rejected. All MSMEs are exempted from payment of EMD and tender cost.</p> <p>Tenders shall be submitted in Part I &amp; II along with documents as detailed below in sealed separate cover:-</p> <p><b>PART I: TECHNICAL BID:</b></p> <ul style="list-style-type: none"> <li>i) EMD and Tender document fees as per NIT</li> <li>ii) GST registration related documents.</li> <li>iii) Copy of Permanent Account Number (PAN Card).</li> <li>iv) Copy of valid Bidder Registration Certificate.</li> <li>v) Power of Attorney/ Authorization with the seal of the company of person signing the tender documents.</li> <li>vi) Duly filled in Tender Form as per Section X. with no price details to be given in this tender form.</li> <li>vii) Bidder shall submit the documents required as per Section- IX.</li> <li>viii) The tenderer shall submit the acceptance of List of requirement as per Section VI of this tender document.</li> <li>ix) The tenderer shall submit the acceptance and furnish the supporting documents of Technical specification as per Section VII and Section VIII of this tender document.</li> <li>x) The tenderer has to submit the acceptance of all terms &amp; conditions of the tender document without any deviation.</li> <li>xi) The tenderer has to submit acceptance of all sections of this tender document (GIT, SIT, SCC, Quality Control requirements, Questionnaire, etc.)</li> </ul> <p><b>PART- II: PRICE SCHEDULE BID</b> - The bidders shall quote the price as per the format given in Section XI of this tender document.</p>
9	33	Evaluation	Evaluation shall be done on the basis of all-inclusive cost as per section XI.
10	43	Parallel Contract	Not Applicable

#### Section IV: General Conditions of Contract (GCC)

Please refer to "<http://www.spmcil.com/spmcil/uploaddocument/gcc.pdf>" for further details (**GCC contains 28 pages and will form part of this tender document**)



## 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.)

S. No.	GCC Clause No.	Topic	SCC Provision
1	6	Performance Bond/ Security	The Bidder shall furnish the performance security amount/ Security Deposit (S.D) in the form of Bank Guarantee(10% of the ordered value) valid up to sixty days after the date of completion of all contractual obligations by the supplier, before executing the contract after issue of LOI/Work order by SPMCIL. BG is to be submitted in favour of Security Printing & Minting Corporation of India Ltd payable at New Delhi. The performance BG will be returned without any interest to successful Bidder after the completion of all contractual obligations. <b>In case the options clause is operated the bidder shall deposit additional security deposit @ 10 % for the increase in the value of contract.</b> <b>EMD shall be refunded/ returned immediately after receipt of SD/Performance Security.</b>
2	10.1	Terms of Delivery	Required manpower must be deployed at bidder location to carry out work as per SOW to be underway not later than fifteen days (15) from the date of LOI and Migration activities/ takeover, if any to be completed within 8 weeks
3	19.3	Option Clause	The purchaser reserves the right to increase the period of services by 25% at any time, till final date of completion of the contract.
4	22, 22.1, 22.2, 22.3, 22.4, 22.6	Terms and Mode of Payment	The contractor shall be eligible for pro-rata payment after successful completion of quarterly support as per SLA reports, calculated on the basis of price bid rates.

			<p>Each bill must accompany with the following duly signed documents by the Bidder:</p> <p>a) Attendance sheet of deployed Manpower for the month.</p> <p>b) SLA &amp; other Reports as defined in List of Requirements</p> <p>The payment shall be made quarterly to the tenderer after certification by user Section/ Competent Authority through RTGS/NEFT and is subject to deduction of taxes as per rules from time to time.</p> <p>Any variation will be adjusted from the next bill if any. The payment shall be made as per terms defined in the SLA.</p>
5	24.1	Quantum of LD	<p>If the supplier fails to deliver any or all of the goods or fails to perform the services within the time frame incorporated in the contract and under SLA in List of Requirements- Section-VI, SPMCIL shall, without prejudice to other rights and remedies available to SPMCIL under the contract, deduct from contract price, as liquidated damages, as 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 10% of the delayed goods or services contract price(s). During the above mentioned delayed period of supply and/or performance, the conditions incorporated under GCC sub-clause 23.4 shall also apply.</p>
6	33.1	Resolution of Disputes	<p>If dispute or difference of any kind shall arise between SPMCIL and the bidder 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 their dispute or difference by such mutual consultation within 21 days of its occurrence, then, unless otherwise provided in the SCC, either SPMCIL or the supplier may seek recourse to settlement of disputes through arbitration Act as per Clause 33.2. (GCC) of the SPMCIL Procurement Manual</p>
7		Penalties	<p>As defined in the Service Level Agreement (SLA) in Section –VI List of Requirements</p>

## Section VI: List of Requirements

Security Printing and Minting Corporation of India Limited (SPMCIL), a wholly owned Schedule 'A' Miniratna Category-I company of Government of India. SPMCIL is engaged in the manufacture/ production of Currency and Bank Notes, Security Paper, Non-Judicial Stamp Papers, Postal Stamps & Stationary, Travel Documents viz. Passport and Visa, Security certificates, Cheques, Bonds, Warrant, Special Certificates with security features, Security Inks, Circulation & Commemorative Coins, Medallions, Refining of Gold & Silver, and Assay of Precious Metals. There are 9 production units comprising of 4 India Government Mints, 2 Currency Note Presses, 2 Security Printing Presses and 1 Security Paper Mill.

SPMCIL is looking for a service provider to provide annual maintenance support and service with complete hosting of its' existing website including Apps (Android and IOS) and web portal and to provide end to end to end application support services including, e-commerce, SMS gateway API apps for a period of two years.

The existing Technical details are as follows:

### **Technical framework: Technology**

- .Net 4.0
- JQuery
- Bootstarp
- mySql Database 5.0
- Web Server
  - IIS 8.0

### **Hardware/ Server Architecture**

- Web Server
  - Intel Octa core Processor 2.4 GHZ
  - 16 GB RAM
  - 300 GB
- Database server
  - Intel Octa core Processor 2.4 GHZ
  - 16 GB RAM
  - 300 GB
- Operating System
  - Windows 2012 Standard
  - Sql Yog for my sql

The website URLs of SPMCIL are as follows:

1. <https://spmcil.com/Interface/Home.aspx>
2. <https://igmmumbai.spmcil.com/Interface/Home.aspx>
3. <https://igmkolkata.spmcil.com/Interface/Home.aspx>

4. <https://igmhyderabad.spmcil.com/Interface/Home.aspx>
5. <https://bnpdewas.spmcil.com/Interface/Home.aspx>
6. <https://cnpnashik.spmcil.com/Interface/Home.aspx>
7. <http://spmhoshangabad.spmcil.com/Interface/Home.aspx>
8. <https://igmnoida.spmcil.com/Interface/Home.aspx>
9. <http://spphyderabad.spmcil.com/Interface/Home.aspx>
10. <http://ispnasik.spmcil.com/Interface/Home.aspx>

**Major modules as follows:**

- Tenders
- Gallery
- Feedback
- RTI
- CVO corner
- Carrier / openings- E-recruitment
- Online coin Booking with BI reporting
- Orders management
- Content management

**\*Bidder may refer SPMCIL's Website for complete Overview**

***SPMCIL Portal Hosting, Support and Maintenance***

*a. Board Scope of Work*

The system will include general information about SPMCIL and other specific information as may be provided by SPMCIL from time to time. The vendor should regularly interact with SPMCIL during operation and maintenance support activities. Supplier will provide to Buyer the L2 and L3 support services.

**Scope**

1. Hosting, Operation & Maintenance of Common Integrated Website including all units' portals as the sub-domain of the corporate portal.
2. Ensure the compliance of prevailing standards-
  - i. Government of India Website Guideline (<http://web.guidelines.gov.in/> for reference)
  - ii. WCAG 2.0 AA Guideline
  - iii. Security Guidelines of CERT-In(in case applicable)
  - iv. ISO 27001 (in case applicable)
  - v. Security testing certifications as per MeITY Guidelines & OWASP 2.0 or latest version standards compliance.
3. To manage content in multilingual format through CMS (Content Management System).
4. In case of multilingual Website. Multi-lingual feature is enabled in the current setup. In case of multilingual websites, contents will be provided by the concerned departments of Units. The existing site is in dual language of English and Hindi.

5. To manage SPMCIL's current home page and corresponding Web pages along with Apps to make it more informative, visually pleasing, easy to manage and responsive to users and devices.
6. Identify the training requirements and train the concerned Department staff/officers for successful updating and maintenance of the various modules of website as and when required. The Training shall include CMS, database and other related features.
7. Manpower Requirement: to provide manpower as per table provided in section resource deployment for managing day-to-day operations at bidder location.

*b. Description of Works and Related Deliverables and Services*

The selected bidder will deploy Three (3) manpower at its location to carry-out the below mentioned activity as a part of operations and maintenance of web-portal/websites. Scope of Work includes, but not limited to, below mentioned points. To provide end to end to end application support services for SPMCIL base in Delhi. Transition of services shall be carried out over an 8 week period (or as agreed with end customer) in Delhi while services can be delivered from either NCR, and is at buyer's discretion. Duration for provision of services shall be a contiguous period of 2 years starting from the date of LOI.

*c. Required Application Support*

*Services Level 2 / Level 3 support*

*Services*

**Application Level 2 - Support**

Support consists of simple problem resolution. They perform the support activities that Level-1 cannot resolve (required knowledge of application, more complex procedures etc.), but that do not require ANY structural changes to the application

- Validate the problem severity classification and adjust problem severity type, if necessary
- Perform problem diagnosis, determine cause and determine viable resolution options for incidents caused specifically by breaks in existing application code or configuration. No code level changes for package applications. Typical examples include configuration and updates required to resolve incidents.
- Apply resolution and/or corrective action to the development system
- Test the resolution applied in the development system and coordinate with users for user acceptance testing (UAT)
- Create / modify the relevant system and configuration documentation
- Communicate the nature of the resolution and/or corrective action to the Project / program management
- Obtain management signoff for changes to the production environment
- Move fixes/resolution from development to quality and production environment with the necessary approvals as per guidelines.
- Escalation of the issues requiring code change to Level 3 support
- Own incidents and perform co-ordination among different support group

### **Application Level 3 - Support**

Support consists of incident and problem management support which includes activities that require changes to the application - such as bug fixes for custom developed applications, break-fix patches to packages applications and customization/report development package applications. These activities will be taken through a 'Change Control' process as defined by the company:

- Support includes programming, code changes and other technical support activities required to resolve incidents
  - Minor report modification, customization, minor configuration to the extent of fixing bugs/defects only
  - Performing root cause analysis for all Severity 1 issues
  - Performing root cause analysis for repeatedly occurring issues and take preventive action with necessary approvals
- Conduct impact analysis, outline and refine requirements and estimate the effort required
- Apply code / configuration changes and unit test on the development system post approvals as per agreed guidelines
- Perform functional testing, system / integration testing, usability testing and regression testing as applicable
- Perform the configuration management for the code / configuration / changes
- Provide UAT support to users including approval / rejection of the changes
- Obtain management signoff for changes to the production environment
- Perform release management and version control for moving the changes on production environment
- Create / modify the relevant system, configuration or process documentation. Update relevant knowledge repository with the resolution documentation and publish it for the support teams
- Refresh Dev / QA instance/s from production with proper control management, where applicable
- Liaise with Product ISVs for escalation of core product-level issues and track the resolution status
- Multilingual support
- Security audits
  - Perform security audit on application and infrastructure level in line with government policies
  - Recommend security improvements
  - Implement improvements post approval.
- Perform architecture assessment and recommend technological upgrades.
- Monitor inbound and outbound interfaces for e.g. SAP and others to ensure application availability
- Database Support
  - Performance tuning and optimization of existing database.
  - Database patching and upgrades.
  - Allocating system storage and planning future storage requirements for the database system
  - Modifying the database structure, as necessary, from information given by application developers
  - Enrolling users and maintaining system security
  - Controlling and monitoring user access to the database
  - Data security and audit.
  - Planning growth and changes (Capacity Planning).
  - Manage sharing of the resources amongst applications, Modules (i.e. Stores, RAW Materials etc.

- Management and monitoring of scheduled jobs
- Database backup (full and incremental) and recovery planning.
- Analyze and setup Backup and restore policy.
- Providing and maintaining high availability solution (Replication and clustering)
- Setting up database archiving policy.
- Cloning the Database whenever we required.
- Compliance with company's IT Policy (Password Management, Backups and Backups-testing).

### **Application Service Requests (SR)**

Includes support for enhancements and non-incident based support activities.

- Enhancements - Service Request Minor Enhancement (SRME) - Hourly Capacity per month
  - New configuration and or custom development updates, modifications to 'In Scope' modules/Functionality/Reports.
  - The Change Control Process will be applied as per guidelines
  - Conduct impact analysis, outline and refine requirements and estimating the effort required;
  - Determine the impact on system performance and batch schedule, if appropriate
  - Develop the solution design and scope, based on requirements;
  - Obtaining approval and prioritization of the enhancement request
  - Developing and changing code or configuration based on agreed-to design
  - Performing unit testing
  - Completing program documentation
  - Assist in user acceptance test
  - Create or modify user training materials for enhancements
  - Obtain management signoff for changes to the production environment
  - Perform release management and version control for moving the changes on production environment
- Non Incident bases Support Activities - Covers the following activities:
  - Application deployment, Patch recommendation
  - User id and access management as per agreed guidelines
  - Sanity Testing after Patching (OS, DB, Application)
  - Password Change Activities
  - Dormant ID Validation
  - Test Instance Maintenance
  - Security Validation for all production changes
  - Providing Data Dumps following the security guidelines of COMPANY
  - Running Reports as per agreed schedule and frequency
  - Implementation of hot packages
  - Data Cleansing
    - Cleaning functional data based on gaps identified as and when required
    - Activities related to maintain the Dev, test and Prod environment from time to time for versions
  - Analysis of log files
    - Proactive analysis of Application Database (e.g. Oracle Apps DB, SAP Basis) on a periodic basis to identify any need for tuning
    - Schedule and perform tuning with required approvals
  - Recommendation for and coordination for applying hot packages
    - Identify the hot packages applicable and necessary for the environment released by the package vendors.
    - Co-ordinate application for these hot packages

### 1.1 Application Support Window

SERVICE IN SCOPE	Coverage
L2/L3 Application Support	24X7 Support

### 1.2 Supplementary Scope

- Hoisting of website, website will be running from 24 x 7.
- Monitoring of hardware and software.
- Bidder will have to provide Development and Quality environment (server spaces) and the same will not be provided by SPMCIL.
- Any Migration of system landscape from one set of servers to another or another platform is not included in the scope of work but if required.
- Bidder will procure and implement SSL license for website, if required, at any point in time during the support period. At present the validity of existing SSL is till 20.11.2020
- Bidder will help in procurement of any other necessary license for website, if required, at any point in time during the support period.
- Bidder will provide all security test reports periodically
- Any major modification/ alteration to some product or system that arises as per the requirement of SPMCIL, in addition to the agreed-upon deliverables for a project, the bidder may carry out by change request proposal as per the prevailing guidelines.
- Or development of any new modules

### 1.3 Deliverables

- SLA Reports
- Weekly status reports
- Monthly status reports
- Quarterly management review
- As required by SPMCIL managers.
- SRS (Software Requirement Specification) to be updated after any change/ version upgradations
- High Level System specification document to be updated after any change/ version upgradations
- System performance testing reports periodically and after every major change mentioned above
- Security testing reports updated and in case of major changes.



### 1.4 Service Level Agreement (SLA)

Sl. No.	Description of Service Item	Measurement Methodology	Measurement Frequency	Breach level	Penalty
(1)	(2)	(3)	(4)	(5)	(6)
1	Application Availability  Selected bidder shall ensure that all relevant events are logged and such logs are made accessible to the department for review/ report through SLA monitoring tool in a readable format.	Availability in % = $\{1 - [(Application\ downtime)/(Total\ Time)]\} * 100$  Total time shall be measured on 24*7*365 days. Application downtime shall be measured from the time the application becomes unavailable (due to any reason attributable to the SI) to the end user, to the time it becomes fully available for the user. Planned downtime can be taken at night hrs(12:01am-6am) with prior approval.	Monthly	<99.5%	2 % of Monthly payment with additional 1% for every 1% drop in availability per month
2	New Change Requests if any	Change Request tracker	Monthly	>7 days	2 % of Monthly Payment and additional 1% for every
3	Security Breach or loss of data	Incident Report SLA Monitoring tool Selected bidder shall ensure that all relevant events are logged and such logs are made accessible to the department for review/ report through SLA monitoring tool in a readable format.	Monthly	>0	2 % of Monthly Payment per instance
4	Availability & visualization of data	The visualization of data/content outcomes should be available & visible on the portal for 99.9% counted on monthly basis	Monthly	Target 99.9%	1% of Monthly Payment
5.	SLA Defects/ Issues/ Incidents	<ul style="list-style-type: none"> <li>• High Level Issue: P1</li> <li>• Medium Level Issue: P2</li> <li>• Low Level Issue: P3</li> </ul>	Monthly	P1< 4 Hrs P2< 8 Hrs P3<24 Hrs	

**Note:**

- i. Total penalty for Month will be limited to 10% of the Monthly payment(MP)
- ii. In case of 10% or more penalty calculation for two consecutive Months, the performance of bidder will be considered as unsatisfactory and can be terminated. The decision of termination lies with SPMCIL.

**Delivery Schedule:**

After issue of LOI/ Notification of award of contract to bidder, the bidder deploy its manpower at its location to start the AMC of SPMCIL's Website support, work as per SOW not later than fifteen days (15) from the date of LOI and Migration activities/ takeover, if any to be completed within 8 weeks

## Section VII: Technical Specifications

The selected bidder will deploy at least Three (3) manpower at its location to carry-out the scope of work as defined in the Section VI: List of Requirements mentioned above as a part of operations and maintenance of web-portal/websites. Scope of Work includes, but not limited to, the mentioned LOR (List of Requirements). The man power will be deployed off-site at the bidder premises. The details of the team carrying out SOW and the escalation matrix to be provided by the bidder.

Following minimum resources with desired qualifications has to be deployed for smooth running of the Annual maintenance support and hosting as per SOW:

Sl no.	Role	Required Resources	Desirable Qualification & Experience
1.	Team lead	1 Nos	B.E/ B.Tech /MCA/MTech in CSE/ IT
Having at least 5 years of post-qualification relevant work experience in design and development of CMS based Websites. ASP.Net, MySql / Sql database experience must			
3+ years of experience on CMS			
2.	Website Developer	2 Nos.	B.E/ B.Tech /MCA/ MTech in CSE/ IT
Having at least 3 years of post-qualification relevant work experience in design and development of CMS based Websites, ASP.Net, MySql / Sql database experience must			
Should have working knowledge of developing WCAG compliant website, Responsive Websites, CSS, HTML5 etc			
Should have working knowledge of Photoshop, Dreamweaver etc			
3.	One of the resource must have Websphere application/ process Server experience and the other 2 resources must have WCM certification before time of deployment for maintaining support services for SPMCIL's Web portal		

## Section VIII: Quality Control Requirements

As per SLA defined in Section VI & technical specifications of support team deployment defined in Section VII above

*Proof of Key Team Members employment on payroll of the bidder organization (like salary slip, EPFO statements etc.) and Curriculum Vitae is to be submitted with the tender in technical bid to ensure that in the following proforma:*

<b>CV of Key Personnel</b>			
Name of the Company			
Date of Birth			
Designation			
Qualification(s)			
Number of years with current employer			
Proposed Role in the Project			
Language			
<ul style="list-style-type: none"> <li>➤ Speak</li> <li>➤ Read</li> <li>➤ Write</li> </ul>			
Training experience:			
Website & Portal maintenance related experience:			
Industry experience:			
Any other:			
(Please provide details such as client, nature of work/ responsibilities, timeline etc)			
Summary of Professional Experience (start with current and move backwards)			
<b>Date : From</b>	<b>Date : To</b>	<b>Company</b>	<b>Describe Position, Project and Relevant Experience</b>

*Note: For the purpose of this Form, Key members would mean Project Manager (if any). These persons are expected to be the same/ similar to the actual persons who will be executing the tender (website maintenance) for the contractor.*

Thanking you,

Yours faithfully,

.....  
<Seal and Signature of Authorized Signatory>

.....  
<Name of Authorized Signatory>

.....  
<Title of Authorized Signatory>

## Section IX: Qualification/ Eligibility Criteria

### Eligible Criteria for Bidders

The bidders should meet the following minimum qualification criteria to submit their offer towards this tender notice. The bidders need to submit supporting documents to substantiate their eligibility in the Pre-Qualification bid.

S.No	Description	Eligibility Condition	Required Supporting Document to be submitted
1.	Experience and past experience	The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e-commerce project during last 5 years in Government/ PSUs	Copy of LOI/ PO/ WO/ agreement
		The bidder should have minimum of 5 years of exposure in industry	Copy of the company registration in India
2.	Capability	The bidder should be CMM-Level 3 or higher	Copy of the Certificate
		ISO 9001-2015 or latest compliance and ISO 27001 compliance	Copy of the Certificates
		Bidder should have at least one office in the NCR (National Capital Region)	Copy of the register office
3.	Financial standing	(i) Average Annual turnover of the bidder firm during last three financial years ending 31.03.2018 should be more than Rs. 6,88,200/-	Copies of audited Balance sheet & CA certificate.
		(ii) Bidder firm should not have suffered any financial loss for more than one year during the last three financial years ending 31.03.2018.	Copies of audited Balance sheet & CA certificate.
		(iii) The net worth of the firm should not have eroded by more than 30% in the last three financial year ending 31.03.2018.	Copies of audited Balance sheet & CA certificate.

1. All experience, past performance and capacity/capability related/ data should be certified by the authorized signatory of the bidder firm. The credentials regarding experience and past performance to the extent required as per eligibility criteria submitted by bidder may be verified from the parties for whom work has been done.
2. All financial standing data should be certified by certified accountant's e.g. Chartered Accounts (CA) in India and Certified Public Accountant/Chartered Accountants of other countries. Bidder to furnish stipulated documents in support of fulfillment of qualifying criteria.
3. Bidder to furnish stipulated documents in support of fulfilment of qualifying criteria. Non-submission or incomplete submission of documents may lead to rejection of offer.

## Section X: Tender Form

Date.....

To  
DGM (IT)  
Security Printing and Minting Corporation of India Ltd.  
16<sup>th</sup> Floor, Jawahar Vyapar Bhawan, Janpath, New Delhi-110001

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 your above referred document for the sum as shown in the price schedule(s), attached herewith and made part of this tender.

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

..... (Signature with seal)

..... (Name and designation)

Duly authorized to sign the bid

**Section XI: Price Schedule**

Date:

(TO BE FURNISHED IN A SEPARATE SEALED ENVELOPE)

General Manager (IT),  
Security Printing & Minting Corporation of India Ltd  
16th Floor, Jawahar Vyapar Bhawan  
Janpath, New Delhi – 110 001 INDIA

Dear Sir,

**Sub: Price Bid in Response to Tender Document  
(Tender Document Number .....; dated .....) )**

For providing the Annual Maintenance Support services as mentioned in the above tender document, the following is the total lump sum price covering all taxes, duties and statutory levies as on the date of submission of the bid (Total Bid Price).

1. TOTAL QUOTED PRICE (In figures): .....
2. TOTAL QUOTED PRICE (In words) Rupees: .....

Thanking you,

Yours faithfully,

.....  
<Seal and Signature of Authorized Signatory>

.....  
<Name of Authorized Signatory>

.....  
<Title of Authorized Signatory>

## Section XII: Questionnaire

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 of 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.
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 to sign on behalf of the tenderer)

.....  
For and on behalf of  
.....  
(Name, address and stamp of the tendering firm)



**Section XIII: Bank Guarantee Form for EMD**

Not applicable

**Section XIV: Manufacturer's Authorization Form**

Not applicable

**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 SPMCIL]

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 SPMCIL up to the above amount upon receipt of its first written demand, without SPMCIL having to substantiate its demand.

This guarantee will remain in force for a period of sixty days after the currency of this contract 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

(Address of SPMCIL's office issuing the contract)

Contract No..... Dated.....

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

1. Name & address of the Supplier:  
.....
2. SPMCIL's Tender document No..... dated..... And subsequent Amendment No....., dated..... (If any), issued by SPMCIL
3. Supplier's Tender No..... dated..... and subsequent communication(s) No..... dated ..... (If any), exchanged between the supplier and SPMCIL 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) SPMCIL's 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 SPMCIL'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:

Brief description of goods/ services	Accounting unit	Quantity to be supplied	Unit Price (in Rs.)	Total price (in Rs.)

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

Total value (in figure) Rs. \_\_\_\_\_

Total value (In words) Rupees \_\_\_\_\_

- (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 SPMCIL"s inspecting officer
- (v) Destination and dispatch instructions
- (vi) Consignee, including port consignee, if any
- (vii) Warranty clause
- (viii) Payment terms
- (ix) Paying authority

.....

(Signature, name and address of SPMCIL"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)

To  
The DGM IT,  
Security Printing and Minting Corporation of India Ltd.  
16<sup>th</sup> Floor, Jawahar Vyapar Bhawan,  
Janpath, New Delhi – 110 001.

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:**

- 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.
- Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not produced.

..... (Signature with date)

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

.....  
For and on behalf of

.....  
(Name, address and stamp of the tendering firm)

**Section XVIII: SHIPPING ARRANGEMENTS FOR LINER CARGOES**

-----NOT APPLICABLE-----

**Section XIX: PROFORMA OF BILLS FOR PAYMENTS**  
(Refer Clause 22.6 of GCC)

Name and Address of the Firm.....

Bill No. ....

Purchase order No.....Dated

Name and address of the Purchaser.....

S.No.	Authority for purchase	Description of Stores	Number or quantity	Rate	Price per	Amount
<b>Total</b>						

1. Others (Please specify)
2. (-) deduction/Discount
3. G.S.T.
4. Net amount payable (in words Rs.)

Dated.....  
(enclosed)

Place:  
Date:

Received Rs..... (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