

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

Standard Bidding Document (SBD)

Security Classification –Non Security

TENDER DOCUMENT FOR DESIGN & DEVELOPMENT OF NEW SPMCIL WEBSITE AND A SEPARATE E-COMMERCE SITE WITH ONSITE COMPREHENSIVE SUPPORT FOR FIVE YEARS.

Tender No. SPMCIL/IT/79/19/2020/10572

Dated:20/01/2021

This Tender Document Contains 44 Pages.

Tender Documents is sold to:

M/s _____
Address _____

Details of Contact person in SPMCIL regarding this tender:

Sh Ravi Prakash Yadav

Dy. Manager (Materials)/CPSO

Security Printing and Minting Corporation of India Limited

16th Floor, Jawahar Vyapar Bhawan

Janpath, New Delhi – 110001,

Phone: 011-43582200

Email: ravi.prakash@spmcil.com

For and on behalf of

Security Printing and Minting Corporation of India Ltd

CONTENTS OF TENDER

Contents		Page No
Section I	Notice Inviting Tender (NIT)	3
Section II	General Instructions to Tenderers (GIT)	5
Section III	Special Instructions to Tenderers (SIT)	6
Section IV	General Conditions of Contract (GCC)	9
Section V	Special Conditions of Contract (SCC)	10
Section VI	List of Requirements	13
Section VII	Technical Specifications	30
Section VIII	Quality Control Requirements	31
Section IX	Qualification/ Eligibility Criteria	32
Section X	Tender Form	34
Section XI	Price Schedule	35
Section XII	Questionnaire	36
Section XIII	Bank Guarantee Form for EMD	37
Section XIV	Manufacturer's Authorization Form	38
Section XV	Bank Guarantee Form for Performance Security	39
Section XVI	Contract Form	40
Section XVII	Letter of Authority for attending a Bid Opening	42
Section XVIII	Shipping Arrangements for Liner Cargoes	43
Section XIX	Proforma of Bills for Payments	44

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/79/19/2020/10572

Date 20/01/2021

Sealed tenders are invited from eligible and qualified tenderers for providing
**FOR DESIGN & DEVELOPMENT OF NEW SPMCIL WEBSITE AND A
SEPARATE E-COMMERCE SITE WITH ONSITE COMPREHENSIVE SUPPORT
FOR FIVE YEARS.**

Brief Description of Services	Earnest Money	Remarks
TENDER DOCUMENT FOR DESIGN & DEVELOPMENT OF NEW SPMCIL WEBSITE AND A SEPARATE E-COMMERCE SITE WITH ONSITE COMPREHENSIVE SUPPORT FOR FIVE YEARS.	Nil	Bidders have to submit the Bid Security Declaration along with Techno-commercial Bid as mentioned at sl. no.3 below.

Type Of Tender (Two Bid/ PQB/ EOI/ RC/ Development/ Indigenization/ Disposal of Scrap/ Security Item etc.)	National Competitive Bidding/Two Bid System- Techno-commercial Bid & Financial Bid
Closing date and time for receipt of tenders	23/02/2021 by 3.00 PM
Place of receipt of tenders	Security Printing and Minting Corporation of India Limited 16th Floor, Jawahar Vyapar Bhawan Janpath, New Delhi - 110001
Time and date of opening of tenders	23/02/2021 by 3.30 PM
Place of opening of tenders	Security Printing and Minting Corporation of India Limited 16th Floor, Jawahar Vyapar Bhawan Janpath, New Delhi - 110001
Pre-bid Meeting	At 11:30 AM on 02/02/2021 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 agmit@spmcil.com / ravi.prakash@spmcil.com by 31/01/2021 before 3.30 PM . Any verbal queries other than the written ones pre-submitted will not be entertained during the pre-bid

Nominated Person/ to Receive Tenders (Clause 21.1 of GIT)	Sh Ravi Prakash Yadav Dy. Manager (Materials)/CPSO Security Printing and Minting Corporation of India Limited 16th Floor, Jawahar Vyapar Bhawan Janpath, New Delhi – 110001, Phone: 011-43582200
---	--

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. Tenderer may also download the tender documents from the web site 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.

3. **Bid Security Declaration**

EMD amount is kept as Nil. However in place of EMD, all the bidder firms have to submit a seal & sign “Bid Security Declaration” accepting that if the firm withdraw or modify their bid during the period of bid validity after opening of tender, they will be suspended for a period of 3 years from the date of opening of tender. (As per MOF letter no. F.9/4/2020-PPD dated 12.11.2020.)

In addition to above, firms participating as MSE/NSIC/DIC etc., needs to enclosed the valid registration certificate.

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. Any Security Breach by the contractor lead to

- a. Termination of Contract
- b. Payment of Damages

7. The tender documents are not transferable.

.....
.....

Sh Ravi Prakash Yadav

Dy. Manager (Materials)/CPSO

Security Printing and Minting Corporation of India Limited

16th Floor, Jawahar Vyapar Bhawan

Janpath, New Delhi – 110001,

Phone: 011-43582200

Email: ravi.prakash@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												
1	8	Pre-bid Conference	<p>At 11:30 AM on 02 /02/2021 at Security Printing and Minting Corporation of India Ltd, 16th Floor, Jawahar Vyapar Bhavan, Janpath, New Delhi-110001</p> <p><u>Pre-bid Conference & Clarifications:</u></p> <p>a) SPMCIL shall hold a pre-bid meeting with prospective bidders on the date, time & 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: agmit@spmcil.com 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="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">S. No.</th> <th style="text-align: center;">RFP Document Reference & 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															
2	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.												
3	18	Earnest Money Deposit (EMD)	Nil. However bidders have to submit the <u>Bid Security Declaration</u> along with Techno-commercial Bid as mentioned in Section-I (Notice Inviting tender) at sl. no.3.												
4	19	Tender Validity	Tenders shall remain valid for acceptance for a period of 120 days from the date of opening of Techno-commercial Bid												
5	20.4	Number of Copies of Tenders to be submitted	One Original Copy with all the pages of the tender document should be signed with seal & stamp.												
6	20.8	Signing and	(I) Techno-commercial Bid and (II) Price bid are to be												

		Sealing of tender	<p>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 Techno-commercial 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 Techno-commercial Bid and Price bid. The sealed envelopes shall again be put in another sealed cover and should be super-scribed with the words <u>“TENDER DOCUMENT FOR DESIGN & DEVELOPMENT OF NEW SPMCIL WEBSITE AND A SEPARATE E-COMMERCE SITE WITH ONSITE COMPREHENSIVE SUPPORT FOR FIVE YEARS.”</u> and Tender No. SPMCIL/IT/79/19/2020/10572 with mentioning on the Envelop that it contains Technical - Bid, Price Bid indicating NIT Date & Due date and to be addressed to the AGM (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>Tenders shall be submitted in Part I & II along with documents as detailed below in sealed separate cover:-</p> <p>PART I: TECHNO-COMMERCIAL BID:</p> <ul style="list-style-type: none"> i) Bid Security Declaration as per Section-I (Notice Inviting Tender) ii) GST registration related documents. iii) Copy of Permanent Account Number (PAN Card). iv) Copy of valid Bidder Registration Certificate. v) Power of Attorney/ Authorization with the seal of the company of person signing the tender documents. vi) Duly filled in Tender Form as per Section X. with no price details to be given in this tender form. vii) Bidder shall submit the documents required as per Section- IX. viii) The tenderer shall submit the acceptance of List of requirement as per Section VI of this tender document. 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. x) The tenderer has to submit the acceptance of all terms & conditions of the tender document without any deviation. xi) The tenderer has to submit acceptance of all sections of this tender document (GIT, SIT, SCC, Quality Control requirements, Questionnaire, etc.) <p>PART- II: PRICE BID - The bidders shall quote the price as per the format given in Section XI of this tender document.</p>
7	33	Evaluation	<ul style="list-style-type: none"> i) Evaluation shall be done on the basis of all-inclusive cost as per section XI of the tender document.

			ii) In case the L1 firm is non MSE, the price quoted by MSE firm within the range of L1+15% will be asked to match the price of L1 firm. In case the MSE firm matches the L1 price, order will be placed on MSE firm. However in case MSE firm does not match the price of L1 firm, the next lowest offer of MSE firm within the range of L1+15% will be asked to match the price of L1 and so on. In case no MSE firm (within the range of L1+15%) matches the price of L1 firm, order will be placed on L1 firm.
8	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 (SD) in the form of Bank Guarantee(3% of the total ordered value i.e. Development and CAMC both) 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. In case the options clause is operated the bidder shall deposit additional security deposit @ 3 % for the increase in the value of contract.
2	10.1	Terms of Delivery	Phase-I: Design & Development i. SRS Sign off within 60 days from date of LOI ii. Prototype Sign off within 90 Days from date of LOI iii. UAT and Go-live within 120 Days from date of LOI Phase-II: Onsite Comprehensive Annual Maintenance Contract (CAMC). Required manpower must be deployed at SPMCIL Data Center before the expiry of warranty period after go-live.
3	16.2,16.4	Warrantee Clause	The newly developed website & e-commerce portal shall be under warranty for a period of six months after go-live date.
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	Each bill must accompany with the following duly signed documents by the Bidder: <u>Phase-I Design and Development of website and e-commerce site.</u> a) Sign-off of successful completion of milestone(s).

			<p>b) SRS c) User Manual d) Source Code Copy(Soft Copy) e) Security Audit Certificate. f) All compliances GIGW certification latest version.</p> <p><u>Phase-II Comprehensive Annual Maintenance Contract (CAMC).</u></p> <p>a) Attendance sheet of deployed Manpower for the month/quarter. b) SLA reports generated from incident management tool & other Reports as defined in List of Requirements and any new report request during the period.</p> <p>The CAMC 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. 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 nine production units comprising of four India Government Mints, two Currency Note Presses, two Security Printing Presses and one Security Paper Mill.

SPMCIL intends to engage a partner having exposure/ expertise in designing, development of new bilingual (English & Hindi) website (including Apps (Android & IOS)) and an E-commerce portal for online e-marketplace on latest technology as per guide lines of Government of India with cyber security features and to provide onsite post go-live support for five years after the expiry of warranty period.

1. Website Design & Development:

1.1 Current website and portal:

The existing Technical details are as follows:

- i. Technical framework: Technology
 - .Net 4.0
 - JQuery
 - Bootstarp
 - mySql Database 5.0
- ii. Web Server
 - IIS 8.0
- iii. Database server
 - Intel Octa core Processor 2.4 GHZ
 - 16 GB RAM
 - 300 GB
- iv. Operating System
 - Windows 2012 Standard
 - Sql log for my sql

1.2 The website URLs of SPMCIL are as follows:

- i. <https://spmcil.com/Interface/Home.aspx>
- ii. <https://igmmumbai.spmcil.com/Interface/Home.aspx>
- iii. <https://igmkolkata.spmcil.com/Interface/Home.aspx>
- iv. <https://igmhyderabad.spmcil.com/Interface/Home.aspx>
- v. <https://bnpdewas.spmcil.com/Interface/Home.aspx>
- vi. <https://cnpnashik.spmcil.com/Interface/Home.aspx>
- vii. <http://spmhoshangabad.spmcil.com/Interface/Home.aspx>
- viii. <https://igmnoida.spmcil.com/Interface/Home.aspx>
- ix. <http://spphyderabad.spmcil.com/Interface/Home.aspx>
- x. <http://ispnasik.spmcil.com/Interface/Home.aspx>

1.3 Major modules are as follows:

- Tenders
- Gallery
- Feedback
- RTI

- **CVO corner**
- **Career / openings- E-recruitment**
- **Online coin Booking with BI reporting**
- **Orders management**
- **Content management**

***Bidder may refer/visit SPMCIL's Website for complete Overview**

1.4 Development of New SPMCIL Website

Broad Level of Scope:

- i.** Hosting, Operation & Maintenance of Common Integrated Website, including all units' portals as the sub-domain of the corporate portal on any one of Ministry of Electronics and Information Technology (MeitY), Government of India, approved clouds having data center in India only.
- ii.** Ensure the compliance of prevailing standards like
 - a. Government of India Website Guideline (<http://web.guidelines.gov.in/> for reference).
 - b. WCAG 2.0 AA Guideline
 - c. Security Guidelines of CERT-In(in case applicable)
 - d. ISO 27001 (in case applicable).
 - e. Security testing certifications as per MeitY Guidelines & OWASP 2.0 or latest version standards compliance.
 - f. First level Security testing to be carried out by CERT-In (Third Party Auditor) and second level audit should be done by NIC before deployment on the production server for any vulnerability.
 - g. The website should be built with Unicode fonts, so no font downloads required in any condition.
 - h. Website should be complied on GIGW certification latest version and to maintain the same during contract period.
- iii.** To manage content in multilingual format through CMS (Content Management System).
- iv.** 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 English and Hindi.
- v.** 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.
- vi.** 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.
- vii.** Website to be based on latest technologies as follows:
 - 3-dimensional illustration
 - Hit analysis
 - Dynamic content search
 - Search assistance
 - Dynamic video content option
 - Watermarks and organic designs

- Podcasting of Comm. Coin launches by PM and other dignitaries
 - Cross Browser compatibility
 - SEO
 - AI enabled Chat Bot help and support to customers/ visitors
 - Tags (for easy searching)
 - Web stats with reports and real-time data
 - Interactive map with selected places
 - Thumb friendly browsing
 - Multi-Screen/ Multi device adaptability and scalability
 - Intelligent content Management
 - Latest App features
- viii.** A vibrant, attractive and aesthetically appealing website with effortless navigation to enhance user experience.
- ix.** Layout and navigation panel position should be distinct and clearly visible to the customers.
- x.** Migration of existing website information and data.
- xi.** Extra caution should be taken while defining the positioning of various sections like partner brands, promotions, news updates, deals etc to minimize the confusion and increase the customer focus.
- xii.** Home page should be crisp and short mostly covering the key features while the details should come in the sub-pages.
- xiii.** Customer convenience should remain paramount in all aspects of the website design and especially for shopping cart management and order booking.
- xiv.** The platform should be scalable and hence modular in nature, so that, any enhancements in future are easily possible.
- xv.** The website should be designed as per W3C compliance to ensure that there are no cross browser issues.
- xvi.** The website should be Search Engine Friendly to ensure good rankings.

2. E-Commerce Portal/Site:

New Global E-commerce site to be based on latest technologies as follows:

- Product search
- Product buying suggestions
- Featured product section
- Product filtering
- Multi-currency display of product prices
- Cross-browser compatibility
- Products listing control panel
- Product image visibility
- Product tags
- Product/brand rating
- Review Products
- Best Selling / Most Viewed products
- Product Shipping
- Shopping cart
- Cart checkout
- Digital Marketing features
- Dynamic Account management
- Robust Customer Care-CRM
- Account retrieval
- Account Dashboard for overview of

- Cross selling
- Newsletter automation
- Admin Function
- Customer survey
- Inventory Management
- Inventory status
- Lower Inventory alert
- Integration with order management module
- Ability to specify expected date of stock replenishment
- Order Management & Tracking.
- Customer Outreach features.
- Developing a user friendly website interface that allows easy navigation for Global users.
- Development of a content management system (CMS) to control and manage all attributes of the web-platform, including
 - Home page display management
 - User registration/Login management
 - Product category & subcategory management
 - Promotion/special offers management
 - Shopping cart management
 - Inventory management
 - Order management and tracking
 - Gift certificate /discount coupon management
 - Bulk purchase discount management
 - Management Information System (MIS) reporting
 - Newsletter management
 - Buddy referral management
 - Reward points management and redemption
 - Catalogue and image management
 - Customer care and support including inquiry form, chat and email support
 - In-site search for ease of finding products
 - Close integration with social media for community and social media marketing (SMM/SMO)
 - Payment gateway integration
 - Integration with shipping companies for real time shipping costs
 - Website search engine optimization (SEO)

2.1 FEATURES & REQUIREMENT OF E-COMMERCE PORTAL

Following sections defines basic user interface and backend management modules and features needed for our Client e-commerce platform. Kindly note that the list is not exhaustive and could be augmented based on end user experience at the time of UAT or later. However, any suggestions that would improve end user experience would be highly appreciated.

i. USER INTERFACE

Home page

- User friendly and clean UI with ease of navigation
- Clear area for advertisements
- Customer login display
- Section for order tracking
- Prominence on latest offers/ promotions
- Referral/bring a buddy program display

- News feed about latest happening from sports world like cricket score
- Buying process tutorial
- Product selection tutorial
- Prominence on brand authenticity commitment
- Highlight quality control and customer service commitment
- Highlight web-security to alleviate online payment concerns
- Customer testimony and recommendations
- Flash art displaying the brands being sold or promoted
- Link to customer support page
- Page for feedback and survey for improvement of website attributes
- Section for press releases, About and Contact page
- ii. Product filtering**
 - View Products under different Category and Sub-Category like Cricket, Clothes etc.
 - Product filtering on cost, brands etc.
 - Product filtering on domestic/international brands
 - Recently compared and recently viewed items
- iii. Product buying suggestions**
 - Ability to draw a comparison between same products of different brands which will help customers in informed buying
 - The site should automatically show products which complement the products that a user is currently buying
 - Like/wish list button for products
- iv. Featured product section**
 - Special products and promotions
 - Auction to be linked to user accounts
- v. Product search**
 - Easy search with automatically suggested terms within the Client website
 - Search results re-writes and re-directs
- vi. Multi-currency display of product prices**
 - Ability to change the default currency display
- vii. Cross-browser compatible**

2.2 PRODUCT SIDE FEATURES

- i. Products listing control panel**
 - Ability to control product features and listings under various categories
 - Admin panel to add new products
 - Categories should be clearly defined for adding new products like images, product descriptions, tags, brand (from list) etc.
 - System should prompt if any category is not being filled
- ii. Product image visibility**
 - Automatic image resizing and watermarking
 - Multiple images per product
 - Ability to zoom in product image for clearer view. Also automatically zoom any part of picture over which the cursor is dragged.
 - Optimization of web pages and pictures for fast and easy downloading
- iii. Product tags**
 - Each product to be tagged for easy navigation and search some tags

- could be Cricket, Football, Reebok, Adidas, Nike etc
- Multiple tagging per product. Tagging of product by Client through CMS, this will enable display of products in multiple category searches, whenever applicable.
- Ability to edit or delete product tags
- iv.** Product/brand rating
 - Customer buying a product should be able to rate the product on attributes like quality, packing, etc
 - Cumulative product rating to provided starred rating to a brand
- v.** Review Products
 - Registered Users will be able to give their reviews on the products and which once approved by the Client, will start showing up on the Website
 - User should also be able see reviews for other products from the same brand
 - Review panel should be very neat and tidy looking

2.3 Admin should have ability to change discount rates on products, which would directly appear on the web display

- Users should be able to see Best Selling / Most Viewed products.

2.4 USER REGISTRATION/LOGIN MODULE

i. Registration

- Member registration for community building to make targeted promotions
- Every User who wants to buy a product should be asked to register themselves
- General registration using e-mail id and selection of password for newsletter subscription
- Other details like address (billing & shipping) and phone number should be optional but compulsory during placing an order
- Login integration with Facebook, Google etc.
- Email notification for registration

ii. Account management

- Change password
- View their shipment status
- See last order list and have ability to re-order using the last order
- Refer buddies and make points of integration with Facebook, Google, Yahoo, Hotmail
- Provide product feedback and rating for products which have been purchased
- Manage wish-list-with ability to add comments and email wish-list
- Like products
- Manage newsletter subscription
- Post directly to Clients Facebook/Twitter feeds about a match, promotion etc.
- Customer should be able to modify all fields (with the exception of mail-id) at a later date.
- Ability to deactivate account
- Ability to print invoices
- Ability to set and edit default currency display

- iii. **Ability to contact customer care**
 - Raise a request for product details
 - Request for a call back
 - Chat with customer care executive
- iv. **Account retrieval**
 - Forget password
 - SMS enabled OTP password reset
 - Email notification for password resetting
- v. **Account Dashboard for overview of**
 - Personal information (Name, e-mail, phone number, gender, birthday)
 - Primary billing address
 - Primary shipping address
 - Order history
 - Shopping cart
 - Wish list
 - Recently viewed items
 - Manage Notifications (newsletter subscription status)
 - Invitations (sent to friends to join network)
 - Redeemable credits/reward points (based on any ongoing promotion)
- vi. **Admin Function**
 - The administrator of the site should be able to access the database of registered users.
 - Ability to generate reports on the list of registered users
 - Ability to view details and delete them from the list
 - Ability to change currency conversion rates

2.5 **FEATURED PRODUCTS**

- i. **List of products to be directly highlighted on the home page**
 - Featured products included exclusive products signed/endorsed by celebrities
 - Ability to switch-on or off featured product section on the home page
- ii. **Auctions (Of Rare coins if required)**
 - Sales through simultaneous online auctions
 - Ability to start, stop or extent an auction
 - Only registered users with credit card to be allowed to participate
- iii. **Cross selling**
 - Website should suggest alternate products to the featured products in case customer finds a product expensive
- iv. **Archive**
 - Archive section for featured product to keep the interest going when there are no featured products on offer.

2.6 **NEWSLETTER MANAGEMENT.**

- i. **Newsletter automation**
 - Users should be encouraged to register themselves
 - When a new collection is added, an auto Email goes to registered addresses
- ii. **Auto-registration of all buddy referrals**
 - With buddies are referred their email addresses should be automatically captured for sending promotional emails
 - Checks to avoid duplication of entries in the database

- Ability to clean-up mailing list based on bounce back reports
- iii. Admin Function**
 - Ability to create and send bulk HTML based newsletters to all registered email addresses
 - Generate reports, view, edit and delete addresses in the database
 - Auto deregistration based on a e-mail request
 - Archive view of all promotional emails sent
 - Ability to create customer groups to manage notifications.

2.7 CUSTOMER SUPPORT

- First level customer support should be AI- Bot Driven for generic information that a customer seeks
- Contact information for Client should be displayed prominently. This will include e-mail id and phone number.
- Also a form for customer to submit, with fields{name*, contact number or e-mail-id *, order id, query/concern, message*}
- The Customer support executive should be able to place an order for customer if required.
- Chat module for addressing live queries.
- To be disable and redirected to email option after office hours
- Necessary control on the admin side

2.8 Customer survey

- Ability to create and push customer surveys for feedback and improvement
- Admin right for filling the form for survey conducted over phone
- Result to be integrated with MIS reporting tool

2.9 INVENTORY MANAGEMENT

i. Inventory status

- Inventory details of all products available on Client site should be maintained
- Inventory to automatically updates based in customer orders
- Ability to set minimum threshold limit for every product
- Option to activate Just in Time (JIM) which bypasses the minimum inventory requirement as product is procured after getting the order for the customer

ii. Lower Inventory alert

- Integration with alerts module to notify administrator if the inventory level for a particular item falls below a pre-specified threshold level

iii. Integration with order management module

- When a particular item is out of stock the customer should not be allowed to place an order
- A back order should be allowed where the customer can leave his contact details
- Once fresh stock is received an e-mail / SMS notification should be automatically sent to customer to notify about stock availability

iv. Ability to specify expected date of stock replenishment

- Alerts in case stock not replenished on the specified date
- After a fresh order is received from supplier and system administrator updates it, and if the inventory is now above the pre-specified level, the

low inventory flag should auto-reset.

v. Supplies ordered

- There should be a "supplies ordered" module where all orders to suppliers should be tracked in detail (i.e. items ordered, quantity, credit, amount paid, order date, expected date to receive order and date received etc.)
- This should be cross-linked to expected date of replenishment

2.10 ORDER MANAGEMENT AND TRACKING

i. Customer side

- Should be able to order products online - Integration with payment module
- Should be provided real time shipping cost √ Integration with third party APIs
- Should get email/SMS notification for successful order placement
- Get online invoice with ability download as PDF
- Should get a unique order tracking number to check status of the shipment at a later date
- Should get notification about order shipment
- Should not be allowed to place an order for out of the stock products
- Only registered users to be allowed to make online purchase
- User registration/login option at the time of order placement
- Ability to redeem discount coupons while placing an order
- Should be prompted for friend referral after execution of the purchase

ii. Admin side

- Ability to see all orders that have been received but yet to be executed
- Ability to change the order status for request received to dispatched to confinement received
- All changes in the order status should be logged for later reference
- Ability to track orders based on order number or customer ID or customer phone number
- Ability to order products from the admin side √ creates a login and sends email notification with login id and password for future referral to the email id provided by the customer
- Ability to create and print single or multiple memos and invoices for shipping to a single or to multiple addresses.

iii. Back order

- In case customer the product is out of stock √ he should be encouraged to leave a request for back order so that Client team can contact him/her when product becomes available
- Email alerts to the Admin team for the execution of back-orders
- Once fresh stock is received an e-mail / SMS notification should be automatically sent to customer to notify about stock availability
- Admin should see all the back orders and should have rights to either accept or reject it
- Customers should not be charged for back orders

iv. Product Shipping

- Based on size/weight/ volume : get real time shipping rates from logistic partner site
- Free shipping if applicable for particular customer, purchase amount or geographical region.

2.11 SHOPPING CART

i. Shopping cart

- User should be able to add products to his shopping cart while browsing through the product catalogues
- He should be able to view and edit products in his cart
- He should be able to see cumulative bill for items in his shopping cart
- For register users cart should be automatically saved
- Inventory module should not be updated unless order is checkout
- Out of the stock products should be added in the wish list when a customer tries to add them to cart customer should now be encourages to back order and customers should be notified about the same

ii. Cart checkout

- Once the shopping item(s) are finalized, the user proceeds to checkout
- He/she should be prompted to fill the billing & shipping details and then proceed to pay.
- Login option for auto filling should be provided else user should be promoted to registered
- Only basic information like email id and password should be collected here, while a link to complete rest of the details along with the order tracking number should be sent to the user's email id
- The system should perform validation check on the information entered by the user.
- In case of errors user should be prompts for rectification of error(s).
- User should also have an option to provide some special instructions while checking out the product
- One page checkout for convenience
- SSL security for orders, both at front end and at back end

2.12 PAYMENT OPTIONS

i. Online Payment

- Integration of a payment gateway that enables customer to pay using all major Credit Cards, Debit Cards and Net banking

ii. Mobile Payment

- Integration of mobile payment gateway that enables customer to pay using his mobile phone

iii. Offline Payment

- Provision of an offline payment mode, where the customer can place an order and send Client a DD, cheque or a money order for payment of order
- Order to be executed only after clearance of such financial bills

iv. Multi-Currency

- We would like to provide customers a choice to pay in any currency leading currencies: Dollar, Euro, Pound etc.
- This is mainly to cater to international customers

2.13 MANAGEMENT INFORMATION SYSTEM (MIS) REPORTING

i. BI Dashboard for management with graphs on:

- Total sales
- Total Customers
- Unit-wise coin sell

- Coins to be dispatched
- Total pending coins
- Counter sales
- Online E-commerce portal sales
- Analytical reports product wise
- ii.** Admin should be able to extract following reports from the portal
 - Number of orders, revenue and average size of order, profitability, average discount
 - Dispatch report, In-time and delayed
 - Stock reports with indicators for low availability
 - Number of products and their prices per category, per brand
 - Most viewed products
 - Least selling products
 - Most selling brand
 - Reports pertaining to promotional offers like number of coupons used, average size of order with coupon
 - Supplies Ordered Vs Orders executed
- iii. Dashboard view for creating customized reports using pick and drop from predefined attributes**
 - Ability to export to excel / integration with Google docs.
- iv. Survey results**
 - Support for both open ended and close ended questions
 - Average rating
 - Excel reports or integration with Google docs
- v. Log reports of**
 - Hits (Total, Unique).
 - Geographical regions generating hits (IP tracking).
 - Total and itemized sales.
 - Conversion ratio.
 - Carts abandoned and pages/stage at which it is abandoned.
 - Most popular products.
 - Maximum, minimum and Average time spent on site.
 - Visit from: Google, blog etc.
- vi. CRM Features**
 - Search and sort to easily find customers by first name and last name
 - Manage customer accounts
 - View customer details and previous orders
 - View individual customers product reviews
 - Add private comments to a customer
 - Delete customer accounts
 - Reset customer passwords
 - Export customers to Excel
 - Export customer subscribed to email newsletter to Excel (import capabilities for 3rd party email systems)
 - CRM Analytics dashboard for admin

2.14 PROMOTIONAL TOOLS MANAGEMENT

- i. Emails:**
 - Ability to create and sent email notifications through newsletter subscription module
 - Initial support for designing the HTML newsletters

- ii. **Featured product auctions**
 - Ability to control and set featured products auctions
- iii. **Discount coupons**
 - Users should be able to Redeem their coupons to get a discount
 - Ability to generate unique coupons to generate Coupon for a particular period / for a particular brand / product
 - Discount coupon would be used over and above the standard discounts, but only one discount can be availed at one time
 - Automatic discounts for order value higher than a defined threshold
- iv. **Referral programs**
 - Customers should be able to refer buddies to join Client
 - Integration with Facebook, Google, Yahoo, Hotmail accounts for referrals
 - Integration with newsletter management
 - Customers could win some credit or rewards in case referral makes a purchase above defined threshold
- v. Close integration with social media like Facebook, Twiter, Linkedin, MySpace for creating a sales push
- vi. Unique section for customers to vote for questions /polls posted by SPMCIL Team
- vii. Reviews posted by visitors to be displayed on both Client's website and on its Facebook page

2.15 **ALERTS**

- i. **Alerts for Inventory management**
 - Admin to get email alert as soon as inventory falls below the predefined level
 - Single email with table for inventory status of all products
 - Hyperlinks in email to check details on login
 - Alert to admin at the time of login in to the CMS iV Dashboard view
- ii. **Customer Alerts**
 - For registration
 - Order booking
 - Shipping status
 - For prompting to write reviews after delivery of a product
- iii. **Shipping delay alerts**
 - Admin to get email alert if a product shipment is delayed beyond predefined lead time for shipment
 - Single email with table for shipment status of all delayed products
 - Hyperlinks in email to check details on login
 - Alert to admin at the time of login in to the CMS iV Dashboard view
 - Integration of SMS for instant alerts

2.16 **OTHERS REQUIREMENTS**

- Master login for the CMS to control rights for all other users
- Migration of existing customer data with zero loss
- Customized web email applet with Client branding
- Easily understandable and complete documentation of the code implementation of e-commerce platform
- Search Engine friendly URLs
- W3C validated design and development of the Website

- Social Networking Tabs - Social Networking tags like Facebook / Twitter etc.
- Web design for Client Blog to be integrated at later date
- Website template for uploading press releases
- Details about web technology to be used for development of the website along with details about key benefits of using the said technology
- Catalogue designing
- Includes product photography
- Facility to capture HD, High pixel product image with 360 display
- Product display adjustments
- Well commented code that makes it easy for team Client to understand code.
- Well documented code. Exhaustive documentation of code.
- Facility to capture off-line and counter sale of products and integration of information with online sale.
- Dashboard integration
- API for SAP integration, dispatch partner integration
- Single sign on facility.

3. Onsite Comprehensive Annual Maintenance Contract(CAMC) towards website and e-commerce site:

The selected bidder will deploy Two (2) manpower at SPMCIL location (as per the details given in **Section VII: Technical Specifications**) 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 application support services for SPMCIL after the expiry of warranty period of 6 months. Duration for provision of services shall be a contiguous period of 5 years starting from the expiry of warranty period of **six months after complete go-live**. Bidder needs to provide all technical support to the deployed support engineers at SPMCIL.

3.1 Required Application Support Services Level 2 / Level 3 support Services **i. 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 its perform co-ordination among different support group.

ii. 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
 - Report modification, customization, 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).

iii. 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

iv. Application Support Window

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

v. Supplementary Scope

- Hoisting of website, website will be running from 24 x 7.
- Monitoring of hardware and software.
- Bidder need to get the Cyber security Audit from CERT empaneled Agency every year (during the support period) for website and E-Commerce portal and closing of all the open points of the audit report.
- 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 20.12.2021
- 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.
- All the existing data and features/functionality of website should also be available.
- Any major modification/ alteration Or development of any new modules 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.

vi. 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
- All licenses (if any) should be in the name of SPMCIL New Delhi only.

vii. Service Level Agreement (SLA)

Sl. No	Description of Service Item	Measurement Methodology	Measurement Frequency	Breach level	Penalty
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 further delay of 1 week
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"> • High Level Issue: P1 • Medium Level Issue: P2 • Low Level Issue: P3 	Monthly	P1< 4 Hrs P2< 8 Hrs P3<24 Hrs	
----	-----------------------------------	---	---------	--	--

Note:

1. Total penalty for Month will be limited to 10% of the Monthly payment(MP)
2. 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.

viii. Delivery Schedule:

After issue of LOI/ Notification of award of contract to the bidder following shall be the delivery schedule as per above tender document:

- Phase -I :Design & Development of website & E-commerce Portal**
 - a. SRS Sign off within 60 days from date of LOI
 - b. Prototype Sign off within 90 Days from date of LOI
 - c. UAT and Go-live within 120 Days from date of LOI
- Phase-II : Onsite Comprehensive Annual Maintenance Contract:**
 - a. Onsite Deployment of Manpower at SPMCIL Data center as per above tender document before the expiry of warranty period i.e. **within 6 months after go-live.**

Section VII: Technical Specifications

The selected bidder will deploy below mentioned manpower at SPMCIL Data Center (DC) 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 website and e-commerce portal. Scope of Work includes, but not limited to, the mentioned LOR (List of Requirements). The details of the team carrying out SOW and the escalation matrix to be provided by the bidder. The selected bidder will provide the full technical support to the support engineers deployed at SPMCIL site.

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.	Sr. Developer	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.	Jr. Developer	1 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.

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 Techno-commercial Bid to ensure that in the following proforma:

CV of Key Personnel			
Name of the Company			
Date of Birth			
Designation			
Qualification(s)			
Number of years with current			
Proposed Role in the Project			
Language			
> Speak			
> Read			
> Write			
Training experience:			
Website & Portal maintenance			
related experience:			
Industry			
experience: Any			
other:			
Summary of Professional Experience (start with current and move backwards)			
Date : From	Date : To	Company	Describe Position, Project and Relevant Experience

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	(i) 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 from 31.03.2020	Copy of LOI/ PO/ WO/ agreement
		(ii) The bidder should have minimum of 5 years of exposure in industry from 31.03.2020	Copy of the company registration in India
2.	Capability	(i) The bidder should be CMMi-Level 5	Copy of the Certificate
		(ii) ISO 9001-2015 or latest compliance and ISO 27001 compliance	Copy of the Certificates
		(iii) 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 31.03.2020 should be more than Rs.43 Lacs	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 31.03.2020.	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 31.03.2020.	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. As per provisions contained M/o Finance, Deptt of Expenditure OM No 20/2/2014-PPD(Pt.) dt 25th July 2016, relaxation shall be given of prior turnover and prior experience with respect of Micro & Small Enterprises(MSEs) in the current tender subject to meeting of quality and technical specifications.

3. 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.
4. Bidder to furnish stipulated documents in support of fulfillment of qualifying criteria. Non-submission or incomplete submission of documents may lead to rejection of offer.

Section X: Tender Form

Date.....

To
CPSO,
Security Printing and Minting Corporation of India Ltd.
16th 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)

CPSO,
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 **DESIGN & DEVELOPMENT OF NEW SPMCIL WEBSITE AND A SEPARATE E-COMMERCE SITE WITH ONSITE COMPREHENSIVE SUPPORT AT SPMCIL DATA CENTRE FOR FIVE YEAR** 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. Design & Development of Website & E-commerce site | : Rs..... |
| 2. Comprehensive Annual Maintenance for five years | : Rs..... |
| 3. E-commerce License or any other License cost, if any | : Rs..... |
| 4. License ATS, if any | : Rs..... |
| TOTAL QUOTED PRICE (1+2+3+4) (In figures) | : Rs..... |
| TOTAL QUOTED PRICE (1+2+3+4) (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
CPSO,
Security Printing and Minting Corporation of India Ltd.
16th 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
Total						

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