

SECURITY PRINTING AND MINTING CORPORATION OF INDIA LTD.
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**TENDER DOCUMENT FOR AMC CONTRACT FOR IT & NON-IT
HARDWARE AND RELATED INFRASTRUCTURE AT DC, DRC AND
UNITS**

Tender No. SPMCIL/IT/112-A H/W/10/Vol-VII

Dated 02/02/2016

This Tender Document Contains 140 Pages.

Tender Documents is sold to:

Details of Contact person in SPMCIL regarding this tender:

Sh. Pramkant Dixit
General Manager (IT)
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Part C: Standard Bidding Document (SBD)

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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/112-A H/W/10/Vol-VII

Date 08/02/2016

Sealed tenders are invited from eligible and qualified tenderers for supply of following goods and services as mentioned in the **Tender Document** "AMC CONTRACT FOR IT & NON-IT HARDWARE AND RELATED INFRASTRUCTURE AT DC, DRC AND UNITS."

Brief Description of Services	Earnest Money (in ₹)	Remarks
AMC CONTRACT FOR IT & NON-IT HARDWARE AND RELATED INFRASTRUCTURE AT DC, DRC AND UNITS	Rs. 38,00,000/- (Thirty Eight lacs only)	

Type Of Tender (Two Bid/ PQB/ EOI/ RC/ Development/ Indigenization/ Disposal of Scrap/ Security Item etc.)	Three Bid National Competitive Bidding system with PQB, Techno-Commercial & Financial Bid
Dates of sale of tender documents:	From 08/02/2016 to 11/03/2016 during office hours (9:30am to 5:00pm)
Price of the Tender Document	500/-
Place of sale of tender documents	SECURITY PRINTING AND MINTING CORPORATION OF INDIA LTD. 16 TH FLOOR, JAWAHAR VYAPAR BHAWAN, JANPATH, NEW DELHI-110001
Closing date and time for receipt of tenders	11/03/2016 by 3.00 PM
Place of receipt of tenders	SECURITY PRINTING AND MINTING CORPORATION OF INDIA LTD. 16 TH FLOOR, JAWAHAR VYAPAR BHAWAN, JANPATH, NEW DELHI-110001
Date and time of PQB / Techno-Commercial Bid / Price Bid opening	1) 11/03/2016 at 3.30 PM for PQB 2) For Techno-Commercial Bid: - will be intimated later on to those firms who qualify in PQB. 3) For Price Bid: - will be intimated later on to those firms who qualify in Techno-Commercial Bid.
Place of opening of tenders	SECURITY PRINTING AND MINTING CORPORATION OF INDIA LTD. 16 TH FLOOR, JAWAHAR VYAPAR BHAWAN, JANPATH, NEW DELHI-110001
Pre-bid Meeting	At 11:00 AM on 16/02//2016 at Security Printing and Minting Corporation of India Ltd, 16th Floor, Jawahar Vyapar Bhavan, Janpath, New Delhi-110001
Nominated Person/ Designation to Receive Tenders (Clause 21.1 of GIT)	General Manager(IT) Security Printing and Minting Corporation of India Limited, 16th Floor, Jawahar Vyapar Bhawan, Janpath, New Delhi – 110001

- 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.
- Tender documents may be purchased on payment of non-refundable fee of **Rs.500/- (Five Hundred only)** per set in the form of account payee demand draft/ cashier's cheque/ certified

- cheque, drawn on a scheduled commercial bank in India, in favour of “ **Security Printing and Minting Corporation of India Limited , New Delhi**” payable at New Delhi.
3. EMD in the form of account payee Demand Draft/ Bankers Cheque/ Fixed Deposit Receipt/Bank Guarantee (As per Section XIII) in favour of “**Security Printing and Minting Corporation of India Limited, New Delhi**” is to be furnished along with PQB from any scheduled commercial bank, in acceptable form otherwise the tender will not be considered and will be liable to be rejected.
 4. If requested, the tender documents will be mailed by registered post/ speed post to the domestic tenderers, for which extra expenditure per set will be Rs. 500/- for domestic post. The tenderer is to add the applicable postage cost in the non-refundable fee mentioned in Para 2 above.
 5. 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.
 6. 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 above, failing which the tenders will be treated as late and rejected.
 7. In the event of any of the above mentioned dates being declared as a holiday/ closed day for the purchase organisation, the tenders will be sold/ received/ opened on the next working day at the appointed time.
 8. The tender documents are not transferable.
 9. No **Conditional Tender** shall be accepted.
 10. All rules, regulations, orders and instructions given in the Standard Bidding Document (SBD) of the tender relating to procurement as intended shall be applicable.
 11. All rules, regulations, orders and instructions given in the Standard Bidding Document (SBD) of the tender relating to procurement as intended shall be applicable.
 12. Adoption of Pre-Bid/Pre-Contract Integrity Pact separately attached herewith (Ref: Section XX, Total Pages -11). SPMCIL has appointed following independent external monitors:
 - i. Sh. Y. Purushothama Rao, 18-B, pocket-A, Kondli, SFS Mayur Vihar, Phase-III, Delhi – 110096.
 - ii. Dr. Ketan K. Gokhale, Flat No.1, Geetanjali Apartment, 59,Ideal Colony, Kothrud, Pune – 411038.

Ramakant Dixit
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Section II: General Instructions to Tenderer (GIT)

Part I: General Instructions Applicable to all Types of Tenders

A PREAMBLE

1. Introduction

- 1.1 Definitions and abbreviations, which have been used in these documents, shall have the meanings as indicated in GCC.
- 1.2 For sake of convenience, whole of this Standard Bidding Document (including all sections) is written in reference to Procurement of Goods Tenders. However this SBD would be utilized for all types of Tenders e.g. EOI, PQB, Rate Contract, Tenders involving Samples, Sale/ Disposal of Scrap Material and Development/ Indigenization, Procurement of Services etc. Therefore the construction of all clauses are to be interpreted in the context of particular type of tender beyond the letter of the clause, read with the additional clauses for the specific type of tenders in Part II GIT/ GCC.
- 1.3 These tender documents have been issued for the requirements mentioned in Section –VI - “List of Requirements”, which also indicates, inter-alia, the required delivery schedule and terms & place (i.e. destination) of delivery.
- 1.4 This section (Section II - “General Instruction Tenderers” - GIT) provides the relevant information as well as instructions to assist the prospective tenderers in preparation and submission of tenders. It also includes the mode and procedure to be adopted for receipt and opening as well as scrutiny and evaluation of tenders and subsequent placement of contract. With this limited objective, GIT is not intended to be complete by itself and the rest of this document - SIT, GCC and SCC in particular may also be thoroughly studied before filling up the Tender Document. There would be certain topics covered in GIT/SIT as well as in GCC/ SCC from different perspectives. In case of any conflict between these, provisions of GCC/ SCC would prevail.
- 1.5 The tenderers shall also read the Special Instructions to Tenderers (SIT) related to this purchase, as contained in Section III of these documents and follow the same accordingly. Whenever there is a conflict between the GIT and the SIT, the provisions contained in the SIT shall prevail over those in the GIT.

2. Language of Tender

The tender submitted by the tenderer and all subsequent correspondence and documents relating to the tender exchanged between the tenderer and SPMCIL, shall be written in the Hindi or English language, unless otherwise specified in the Tender. However, the language of any printed literature furnished by the tenderer in connection with its tender may be written in any

other language provided the same is accompanied by Hindi or English translation. For purposes of interpretation of the tender, the English translation shall prevail.

3. Eligible Tenderers

This invitation for tenders is open to all suppliers who fulfill the eligibility criteria specified in these documents. Please refer to Service Delivered not in conformity with tender specification will be treated as service not delivered at all. Service provider in accordance with terms and conditions specified in the contract failing which expenses may be levied on supplier

Section IX: Qualification/ Eligibility Criteria

4. Eligible Goods and Services

All goods or services to be supplied under the contract shall have their origin in India or other countries, subject to any restriction imposed in this regard in Section III (SIT). The term "origin" used in this clause means the place where the goods are mined, grown, produced, or manufactured or from where the related services are arranged and supplied.

5. Tendering Expense

The tenderer shall bear all costs and expenditure incurred and/ or to be incurred by it in connection with its tender including preparation, mailing and submission of its tender and for subsequent processing the same. SPMCIL will, in no case be responsible or liable for any such cost, expenditure etc regardless of the conduct or outcome of the tendering process.

B TENDER DOCUMENTS

6. Content of Tender Documents

6.1 The tender documents includes:

1. Section I - Notice Inviting Tender (NIT)
2. Section II - General Instructions to Tenderers (GIT)
3. Section III - Special Instructions to Tenderers (SIT)
4. Section IV -General Conditions of Contract (GCC)
5. Section V - Special Conditions of Contract (SCC)
6. Section VI - List of Requirements
7. Section VII - Technical Specifications
8. Section VIII - Quality Control Requirements
9. Section IX – Qualification/ Eligibility Criteria
10. Section X - Tender Form

11. Section XI - Price Schedule
12. Section XII - Questionnaire
13. Section XIII - Bank Guarantee Form for EMD
14. Section XIV - Manufacturer's Authorization Form
15. Section XV - Bank Guarantee Form for Performance Security
16. Section XVI - Contract Form
17. Section XVII: Letter of Authority for attending a Bid Opening
18. Section XVIII: Shipping Arrangements for Liner Cargoes
19. Section XIX: Proforma of Bills for Payments
20. Section XX : Pre-Contract Integrity Pact
21. Section XXI : Unit wise IT hardware details

6.2 The relevant details of the required goods or services, the terms, conditions and procedure for tendering, tender evaluation, placement of contract, the applicable contract terms and, also, the standard formats to be used for this purpose are incorporated in the above-mentioned documents. The interested tenderers before formulating the tender and submitting the same to SPMCIL, should read and examine all the terms, conditions, instructions etc. contained in the tender documents. Failure to provide and/ or comply with the required information, instructions etc. incorporated in these tender documents may result in rejection of its tender.

7. Amendments to Tender Documents

- 7.1** At any time prior to the deadline for submission of tenders, SPMCIL may, for any reason deemed fit by it, modify the tender documents by issuing suitable amendment(s) to it.
- 7.2** Such an amendment will be notified in writing by registered/ speed post or by fax/ telex/ e-mail, followed by copy of the same by suitable recorded post to all prospective tenderers, which have received the tender documents and will be binding on them.
- 7.3** In order to provide reasonable time to the prospective tenderers to take necessary action in preparing their tenders as per the amendment, SPMCIL may, at its discretion extend the deadline for the submission of tenders and other allied time frames, which are linked with that deadline.

8. Pre-Bid conference

A prebid conference may be stipulated in the SIT, for clarification/ amendment to Technical specifications/techno-commercial conditions in two bid tender.

9. Clarification of Tender Documents

A Tenderer requiring any clarification or elucidation on any issue of the tender documents may take up the same with SPMCIL in writing or by fax / e-mail/ telex. SPMCIL will respond in writing

to such request provided the same is received by SPMCIL not later than twenty one days (unless otherwise specified in the SIT) prior to the prescribed date of submission of tender. Copies of the query and clarification shall be sent to all prospective bidders who have received the bidding documents.

C PREPARATION OF TENDERS

10. Documents Comprising the Tender

10.1 The tender to be submitted by Tenderer shall contain the following documents, duly filled in, as required:

- a) Tender Form and Price Schedule along with list of deviations (ref Clause 19.4) from the clauses of this SBD, if any.
- b) Documentary evidence, as necessary in terms of GIT clauses 3 and 16 establishing that the tenderer is eligible to submit the tender and, also, qualified to perform the contract if its tender is accepted.
- c) Documents and relevant details to establish in accordance with GIT clause 17 that the goods and the allied services to be supplied by the tenderer conform to the requirement of the tender documents along with list of deviations if any (ref clause 17.3 of GIT).
- d) Earnest money furnished in accordance with GIT clause 18.1 alternatively, documentary evidence as per GIT clause 18.2 for claiming exemption from payment of earnest money. and
- e) Questionnaire as per Section XII.
- f) Manufacturer's Authorization Form (ref Section XIV, if applicable)

NB: The tenderers may also enclose in their tenders, technical literature and other documents as and if considered necessary by them.

10.2 A tender, that does not fulfill any of the above requirements and/ or gives evasive information/ reply against any such requirement, shall be liable to be ignored and rejected.

10.3 Tender sent by fax/email/ telex/ cable shall be ignored.

11. Tender currencies

11.1 Unless otherwise specified, the tenderer shall quote only in Indian rupees.

11.2 Where the tender condition specifies acceptance of quotations in different currencies, then, for domestic goods, prices shall be quoted in Indian rupees only and for imported goods, prices shall be quoted either in Indian rupees or in the currency stipulated in the SIT, mentioning, inter-alia, the exchange rate adopted for converting foreign currency into Indian Rupees. As regards price(s) for allied services, if any required with the goods, the same shall be quoted in Indian

Rupees if such services are to be performed / undertaken in India. Commission for Indian Agent, if any and if payable shall be indicated in the space provided for in the price schedule and quoted in Indian Rupees only.

- 11.3** Tenders, where prices are quoted in any other way shall be treated as unresponsive and rejected.

12. Tender Prices

- 12.1** The Tenderer shall indicate on the Price Schedule provided under Section XI all the specified components of prices shown therein including the unit prices and total tender prices of the goods and services it proposes to supply against the requirement. All the columns shown in the price schedule should be filled up as required. If any column does not apply to a tenderer, same should be clarified accordingly by the tenderer.

- 12.2** If there is more than one schedule in the List of Requirements, the tenderer has the option to submit its quotation for any one or more schedules and, also, to offer special discount for combined schedules. However, while quoting for a schedule, the tenderer shall quote for the complete requirement of goods and services as specified in that particular schedule.

- 12.3** The quoted prices for goods offered from within India and that for goods offered from abroad are to be indicated separately in the applicable Price Schedules attached under Section XI.

- 12.4** While filling up the columns of the price schedule, the following aspects should be noted for compliance:

- 12.5** For goods offered from within India, the prices in the corresponding price schedule shall be entered separately in the following manner:

- a) The price of the goods, quoted ex-factory, ex-showroom, ex-warehouse or off-the-shelf, as applicable, including all taxes and duties like sales tax, VAT, custom duty, excise duty etc. already paid or payable on the components and raw material used in the manufacture or assembly of the goods quoted ex-factory etc or on the previously imported goods of foreign origin quoted ex-showroom etc.
- b) Any sales or other taxes and any duties including excise duty, which will be payable on the goods in India if the contract is awarded.
- c) Charges towards inland transportation, insurance and other local costs incidental to delivery of the goods to their final destination as specified in the List of Requirements and
- d) The price of incidental services, as and if mentioned in List of Requirements.

- 12.6** For goods offered from abroad, the prices in the corresponding price schedule shall be entered separately in the following manner:

- a) The price of goods quoted FAS / FOB port of shipment, CIF port of entry in India or CIF specified place of destination in India as indicated in the List of Requirements.

- b) Wherever applicable, the amount of custom duty and import duty on the goods to be imported.
- c) The charges for inland transportation, insurance and other local costs incidental to delivery of the goods from the port of entry in India to their final destination, as specified in the List of Requirements. and
- d) The charges for incidental services, as and if mentioned in the List of Requirements.

12.7 Additional information and instruction on Duties and Taxes:

If the Tenderer desires to ask for excise duty, sales tax, custom duty etc. to be paid extra, the same must be specifically stated. In the absence of any such stipulation the price will be taken inclusive of such duties and taxes and no claim for the same will be entertained later.

12.8 Excise Duty:

- a) If reimbursement of excise duty is intended as extra over the quoted prices, the supplier must specifically say so also indicating the rate, quantum and nature of the duty applicable. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of excise duty will be entertained after the opening of tenders.
- b) If a Tenderer chooses to quote a price inclusive of excise duty and also desires to be reimbursed for variation, if any, in the excise duty during the time of supply, the tenderer must clearly mention the same and also indicate the rate and quantum of excise duty included in its price. Failure to indicate all such details in clear terms may result in statutory variations being denied to the tenderer.
- c) Subject to sub clauses 12.8 (a) & (b) above, any change in excise duty upward/downward as a result of any statutory variation in excise duty taking place within original Delivery Period shall be allowed to the extent of actual quantum of excise duty paid by the supplier. In case of downward revision in excise duty, the actual quantum of reduction of excise duty shall be reimbursed to SPMCIL by the supplier. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the supplier.

12.9 Sales Tax/ VAT/ CST/ GST:

If a tenderer asks for sales tax/ VAT/ CST/ GST to be paid extra, the rate and nature of such taxes applicable should be shown separately. Such taxes will be paid as per the rate at which it is liable to be assessed or has actually been assessed provided the transaction of sale is legally liable to such taxes and is payable as per the terms of the contract.

12.10 Wherever Value Added Tax is applicable, the following may be noted :

- (i) The tenderer should quote the exact percentage of VAT that they will be charging extra.
- (ii) While quoting the rates, tenderer should pass on (by way of reduction in prices) the set off/input tax credit that would become available to them by switching over to the system of VAT from the existing system of sales tax, duly stating the quantum of such credit per unit of the item quoted for.
- (iii) The tenderer while quoting for tenders should give the following declaration:

“We agree to pass on such additional set off/input tax credit as may become available in future in respect of all the inputs used in the manufacture of the final product on the date of supply under the VAT scheme by way of reduction in price and advise the purchaser accordingly.”

- iv) The supplier while claiming the payment shall furnish the following certificate to the paying authorities: “We hereby declare that additional set offs/input tax credit to the tune of Rs. _____ has accrued and accordingly the same is being passed on to the purchaser and to that effect the payable amount may be adjusted .

12.11 Octroi and Local Taxes:

Unless otherwise stated in the SIT, the goods supplied against contracts placed by SPMCIL are not exempted from levy of Town Duty, Octroi Duty, Terminal Tax and other Levies of local bodies. In such cases, the supplier should make the payment to avoid delay in supplies and forward the receipt of the same to the purchasing department for reimbursement and, also, for further necessary action.

In cases where exemption is available, suppliers should obtain the exemption certificate from the purchasing department to avoid payment of such levies and taxes.

12.12 Duties/ Taxes on Raw Materials

SPMCIL is not liable for any claim from the supplier on account of fresh imposition and/or increase (including statutory increase) of excise duty, custom duty, sales tax etc. on raw materials and/or components used directly in the manufacture of the contracted goods taking place during the pendency of the contract, unless such liability is specifically agreed to in terms of the contract.

12.13 Imported Stores not liable to Above-mentioned Taxes and Duties:

Above mentioned Taxes and Duties are not leviable on imported Goods and hence would not be reimbursed

12.14 Customs Duty:

In respect of imported stores offered from abroad, the tenderer shall specify the rate as well as the total amount of customs duty payable. The tenderer shall also indicate the corresponding Indian Customs Tariff Number applicable for the goods in question.

- 12.14.1.** For transportation of imported goods offered from abroad, relevant instructions as incorporated under GCC Clause 11 shall be followed.
- 12.14.2.** For insurance of goods to be supplied, relevant instructions as provided under GCC Clause 12 shall be followed.
- 12.14.3.** Unless otherwise specifically indicated in this tender document, the terms FOB, FAS, CIF etc. for imported goods offered from abroad, shall be governed by the rules & regulations prescribed in the current edition of INCOTERMS, published by the International Chamber of Commerce, Paris
- 12.14.4.** The need for indication of all such price components by the tenderers, as required in this clause (viz., GIT clause 12) is for the purpose of comparison of the tenders by SPMCIL and will no way restrict SPMCIL's right to award the contract on the selected tenderer on any of the terms offered.

13. Indian Agent

If a foreign tenderer has engaged an agent in India in connection with its tender, the foreign tenderer, in addition to indicating Indian agent's commission, if any, in a manner described under GIT sub clause 11.2 above, shall also furnish the following information:

- a) The complete name and address of the Indian Agent and its permanent income tax account number as allotted by the Indian Income Tax authority.
- b) The details of the services to be rendered by the agent for the subject requirement.

One manufacturer can authorize only one agent/dealer. Also one agent cannot represent more than one supplier or quote on their behalf in a particular tender enquiry. Such quote is likely to be rejected. There can be only one bid from

- a) The principal manufacturer directly or one Indian agent on his behalf
- b) The foreign principal or any of its branch/ division
- c) Indian/ Foreign Agent on behalf of only one Principal.

14. Firm Price / Variable Price

- 14.1** Unless otherwise specified in the SIT, prices quoted by the tenderer shall remain firm and fixed during the currency of the contract and not subject to variation on any account.
- 14.2** In case the tender documents require offers on variable price basis, the price quoted by the tenderers will be subject to adjustment during original Delivery Period to take care of the changes

in the cost of labour and material components in accordance with the price variation formula to be specified in the SIT. If a tenderer submits firm price quotation against the requirement of variable price quotation, that tender will be prima-facie acceptable and considered further, taking price variation asked for by the tenderer as zero.

- 14.3** However, as regards taxes and duties, if any, chargeable on the goods and payable, the conditions stipulated in GIT clause 12 will apply for both firm price tender and variable price tender.
- 14.4** Subject to provisions of Clause 11 above, where prices are quoted in foreign currencies, involving imports - Foreign Exchange Rate Variation (ERV) would be borne by the Purchaser within the original Delivery Period. The offer of the Tenderer should indicate import content and the currency used for calculating import content.
- 14.5** Base Exchange rate of each major currency used for calculating FE content of the contract should be indicated. The base date of ERV would be contract date and variation on the base date can be given up to the midpoint manufacture, unless firm has already indicated the time schedule within which material will be imported by the firm.
- 14.6** In case delivery period is refixed/ extended, ERV will not be admissible, if this is due to default of the supplier.
- 14.7 Documents for claiming ERV:**
- i. A bill of ERV claim enclosing working sheet
 - ii. Banker's Certificate/debit advice detailing F.E. paid and exchange rate
 - iii. Copies of import order placed on supplier
 - iv. Invoice of supplier for the relevant import order

15. Alternative Tenders

Unless otherwise specified in the Schedule of Requirements, alternative tenders shall not be considered.

16. Documents Establishing Tenderer's Eligibility and Qualifications

- 16.1** Pursuant to GIT clause 10, the tenderer shall furnish, as part of its tender, relevant details and documents establishing its eligibility to quote and its qualifications to perform the contract if its tender is accepted.
- 16.2** The documentary evidence needed to establish the tenderer's qualifications shall fulfill the following requirements:
- a) In case the tenderer offers to supply goods, which are manufactured by some other firm, the tenderer has been duly authorized by the goods manufacturer to quote for and supply the goods to SPMCIL. The tenderer shall submit the manufacturer's authorization letter to this effect as per the standard form provided under Section XIV in this document.

- b) The tenderer has the required financial, technical and production capability necessary to perform the contract and, further, it meets the qualification criteria incorporated in the Section IX in these documents.
- c) in case the tenderer is not doing business in India, it is/ will be duly represented by an agent stationed in India fully equipped and able to carry out the required contractual functions and duties of the supplier including after sale service, maintenance & repair etc. of the goods in question, stocking of spare parts and fast moving components and other obligations, if any, specified in the conditions of contract and/ or technical specifications.
- d) In case the tenderer is an Indian agent quoting on behalf of a foreign manufacturer, the Indian agent is already enlisted under the Compulsory Enlistment Scheme of Ministry of Finance, Govt. of India, operated through Directorate General of Supplies & Disposals (DGS&D), New Delhi.

17. Documents establishing Good's Conformity to Tender document

- 17.1** The tenderer shall provide in its tender the required as well as the relevant documents like technical data, literature, drawings etc. to establish that the goods and services offered in the tender fully conform to the goods and services specified by SPMCIL in the tender documents. For this purpose the tenderer shall also provide a clause-by-clause commentary on the technical specifications and other technical details incorporated by SPMCIL in the tender documents to establish technical responsiveness of the goods and services offered in its tender.
- 17.2** In case there is any variation and/ or deviation between the goods & services prescribed by SPMCIL and that offered by the tenderer, the tenderer shall list out the same in a chart form without ambiguity along with justification, and provide the same along with its tender.
- 17.3** If a tenderer furnishes wrong and/ or misleading data, statement(s) etc. about technical acceptability of the goods and services offered by it, its tender will be liable to be ignored and rejected in addition to other remedies available to SPMCIL in this regard.

18. Earnest Money Deposit (EMD)

- 18.1** Pursuant to GIT clause 10.1(d) the tenderer shall furnish along with its tender, earnest money for amount as shown in the List of Requirements. The earnest money is required to protect SPMCIL against the risk of the tenderer's unwarranted conduct as amplified under sub-clause 23.2 below.
- 18.2** The tenderers who are currently registered and, also, will continue to remain registered during the tender validity period with DGS&D or with National Small Industries Corporation, New Delhi all with SPMCIL are exempted from payment of earnest money. In case the tenderer falls in these categories, it should furnish certified copy of its valid registration details (with DGS&D or NSIC or SPMCIL as the case may be).
- 18.3** The earnest money shall be denominated in Indian Rupees.
- 18.4** The earnest money shall be furnished in one of the following forms:

- a) Account Payee Demand Draft or
- b) Fixed Deposit Receipt or
- c) Banker's cheque or
- d) Bank Guarantee, only in the case of Global Tender

The demand draft, fixed deposit receipt or banker's cheque shall be drawn on any scheduled commercial bank in India, in favour of Account specified in the Clause 4 of NIT. In case of bank guarantee, the same is to be provided from/confirmed by any scheduled commercial bank in India as per the format specified under Section XIII in these documents.

18.5 The earnest money shall be valid upto a period of six months from the date of the validity period of the tender.

18.6 Unsuccessful tenderers' earnest monies will be returned to them without any interest, after expiry of the tender validity period, but not later than thirty days after conclusion of the resultant contract. Successful tenderer's earnest money will be returned without any interest, after receipt of performance security from that tenderer.

18.7 Earnest money of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender. The successful tenderer's earnest money will be forfeited if it fails to furnish the required performance security within the specified period.

19. Tender Validity

19.1 If not mentioned otherwise in the SIT, the tenders shall remain valid for acceptance for a period of 90 days (Ninety days) in case of single bid tender system and 120 days in case of two-bid system after the date of tender opening prescribed in the tender document. Any tender valid for a shorter period shall be treated as unresponsive and rejected.

19.2 In exceptional cases, the tenderers may be requested by SPMCIL to extend the validity of their tenders upto a specified period. Such request(s) and responses thereto shall be conveyed by surface mail or by fax/email/ telex/ cable followed by surface mail. The tenderers, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender and they are also to extend the validity period of the EMD accordingly.

19.3 In case the day upto which the tenders are to remain valid falls on/ subsequently declared a holiday or closed day for SPMCIL, the tender validity shall automatically be extended upto the next working day.

19.4 Compliance with the Clauses of this Tender Document: Tenderer must comply with all the clauses of this Tender Document. In case there are any deviations, these should be listed in a chart form without any ambiguity along with justification.

20. Signing and Sealing of Tender

- 20.1** An authenticated copy of the document which authorizes the signatory to commit on behalf of the firm shall accompany the offer. The individual signing the tender or any other documents connected therewith should clearly indicate his full name and designation and also specify whether he is signing,
- (a) As Sole Proprietor of the concern or as attorney of the Sole Proprietor;
 - (b) As Partner (s) of the firm;
 - (c) as Director, Manager or Secretary in case the of Limited Company duly authorized by a resolution passed by the Board of Directors or in pursuance of the Authority conferred by Memorandum of Association.
- 20.2** The authorized signatory of the tenderer must sign the tender at appropriate places and initial the remaining pages of the tender.
- 20.3** The tenderers shall submit their tenders as per the instructions contained in GIT Clause 10.
- 20.4** Unless otherwise mentioned in the SIT, a tenderer shall submit two copies of its tender marking them as "Original" and "Duplicate".
- 20.5** The original and other copies of the tender shall either be typed or written in indelible ink and the same shall be signed by the tenderer or by a person(s) who has been duly authorized to bind the tenderer to the contract. The letter of authorization shall be by a written power of attorney, which shall also be furnished along with the tender.
- 20.6** All the copies of the tender shall be duly signed at the appropriate places as indicated in the tender documents and all other pages of the tender including printed literature, if any shall be initialed by the same person(s) signing the tender. The tender shall not contain any erasure or overwriting, except as necessary to correct any error made by the tenderer and, if there is any such correction; the same shall be initialed by the person(s) signing the tender.
- 20.7** The tenderer is to seal the original and each copy of the tender in separate envelopes, duly marking the same as "Original", "Duplicate" and so on and writing the address of SPMCIL and the tender reference number on the envelopes. The sentence "NOT TO BE OPENED" before 26.08.2011 at 15:30Hrs (The tenderer is to put the date & time of tender opening) are to be written on these envelopes. The inner envelopes are then to be put in a bigger outer envelope, which will also be duly sealed, marked etc. as above. If the outer envelope is not sealed and marked properly as above, SPMCIL will not assume any responsibility for its misplacement, premature opening, late opening etc.
- 20.8** For purchasing capital equipment, high value plant, machinery etc. of complex and technical nature, tender document will seek quotation in two parts (Two Bid System)- first part containing the relevant technical details of the equipment / machinery etc., and in the second part, price quotation along with other allied issues. First part will be known as 'Technical Bid', and the second part 'Financial bid'. Tenderer shall seal separately 'Technical Bid' and 'Financial bid' and

covers will be suitably super scribed. Both these sealed covers shall be put in a bigger cover and sealed and evaluation would be done as described in clause 24.4 below. Further details would be given in SIT, if considered necessary.

20.9 If permitted in the SIT, the tenderer may submit its tender through e-tendering procedure.

D SUBMISSION OF TENDERS

21. Submission of Tenders

21.1 Unless otherwise specified, the tenderers are to deposit the tenders in the tender box kept for this purpose at a place as indicated in para 11 of NIT. In case of bulky tender, which cannot be put into tender box, the same shall be submitted by the tenderer by hand to the designated officers of SPMCIL, as indicated in clause 11 of NIT. The officer receiving the tender will give the tenderer an official receipt duly signed with date and time.

21.2 The tenderers must ensure that they deposit their tenders not later than the closing time and date specified for submission of tenders. In the event of the specified date for submission of tender falls on / is subsequently declared a holiday or closed day for SPMCIL, the tenders will be received upto the appointed time on the next working day.

22. Late Tender

A tender, which is received after the specified date and time for receipt of tenders will be treated as "late" tender and will be ignored.

23. Alteration and Withdrawal of Tender

23.1 The tenderer, after submitting its tender, is permitted to alter / modify its tender so long as such alterations / modifications are received duly signed, sealed and marked like the original tender, within the deadline for submission of tenders. Alterations / modifications to tenders received after the prescribed deadline will not be considered.

23.2 No tender should be withdrawn after the deadline for submission of tender and before expiry of the tender validity period. If a tenderer withdraws the tender during this period, it will result in forfeiture of the earnest money furnished by the tenderer in its tender besides other sanctions by SPMCIL.

E TENDER OPENING

24. Opening of Tenders

24.1 SPMCIL will open the tenders at the specified date and time and at the specified place as indicated in clause 11 of NIT. In case the specified date of tender opening falls on / is

subsequently declared a holiday or closed day for SPMCIL, the tenders will be opened at the appointed time and place on the next working day.

- 24.2** Authorized representatives of the tenderers, who have submitted tenders on time may attend the tender opening, provided they bring with them letters of authority as per the format in SBD XVII from the corresponding tenderers. The tender opening official(s) will prepare a list of the representatives attending the tender opening. The list will contain the representatives' names & signatures and corresponding tenderers' names and addresses.
- 24.3** During the tender opening, the tender opening official(s) will read the salient features of the tenders like description of the goods offered, price, special discount if any, delivery period, whether earnest money furnished or not and any other special features of the tenders, as deemed fit by the tender opening official(s).
- 24.4** In the case of two bid system mentioned in clause 20.8 above, the technical bids are to be opened in the first instance, at the prescribed time and date. These bids shall be scrutinized and evaluated by the competent committee/ authority with reference to parameters prescribed in the tender document. Thereafter, in the second stage, the financial bids of only the technically acceptable offers (as decided in the first stage) shall be opened for further scrutiny and evaluation. Other financial bids would be returned unopened to the respective bidders under Registered AD/ Reliable Courier or any other mode with proof of delivery.

F SCRUTINY AND EVALUATION OF TENDERS

25. Basic Principle

Tenders will be evaluated on the basis of the terms & conditions already incorporated in the tender document, based on which tenders have been received and the terms, conditions etc. mentioned by the tenderers in their tenders. No new condition will be brought in while scrutinizing and evaluating the tenders.

26. Preliminary Scrutiny of Tenders

- 26.1** The tenders will first be scrutinized to determine whether they are complete and meet the essential and important requirements, conditions etc. as prescribed in the tender document. The tenders, that do not meet the basic requirements, are liable to be treated as unresponsive and ignored.
- 26.2** The following are some of the important aspects, for which a tender may be declared unresponsive and ignored;
- a) Tender is unsigned.
 - b) Tenderer is not eligible.
 - c) Tender validity is shorter than the required period.
 - d) Required EMD has not been provided.

- e) Tenderer has quoted for goods manufactured by a different firm without the required authority letter from that manufacturer.
- f) Tenderer has not agreed to give the required performance security.
- g) Goods offered are sub-standard, not meeting the required specification etc.
- h) Tenderer has not agreed to essential condition(s) specially incorporated in the tender enquiry.
- i) Against a schedule in the List of Requirement (incorporated in the tender enquiry), the Tenderer has not quoted for the entire requirement as specified in that schedule. (Example: In a schedule, it has been stipulated that the Tenderer will supply the equipment, install and commission it and also train SPMCIL's operators for operating the equipment. The Tenderer has however, quoted only for supply of the equipment).

27. Minor Infirmary/ Irregularity/ Non-Conformity

If during the preliminary examination, SPMCIL find any minor infirmity and/ or irregularity and/ or non-conformity in a tender, SPMCIL may waive the same provided it does not constitute any material deviation and financial impact and, also, does not prejudice or affect the ranking order of the tenderers. Wherever necessary, SPMCIL will convey its observation on such 'minor' issues to the tenderer by registered/ speed post etc. asking the tenderer to respond by a specified date. If the tenderer does not reply by the specified date or gives evasive reply without clarifying the point at issue in clear terms, that tender will be liable to be ignored.

28. Discrepancy in Prices

- 28.1** If, in the price structure quoted by a tenderer, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless SPMCIL feels that the tenderer has made a mistake in placing the decimal point in the unit price, in which case the total price as quoted shall prevail over the unit price and the unit price corrected accordingly.
- 28.2** If there is an error in a total price, which has been worked out through addition and/ or subtraction of subtotals, the subtotals shall prevail and the total corrected; and
- 28.3** If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail, subject to sub clause 28.1 and 28.2 above.
- 28.4** If, as per the judgment of SPMCIL, there is any such arithmetical discrepancy in a tender, the same will be suitably conveyed to the tenderer by registered / speed post. If the tenderer does not agree to the observation of SPMCIL, the tender is liable to be ignored.

29. Discrepancy between original and copies of Tender

In case any discrepancy is observed between the text etc. of the original copy and that in the other copies of the same tender set, the text etc. of the original copy shall prevail. Here also,

SPMCIL will convey its observation suitably to the tenderer by register / speed post and, if the tenderer does not accept SPMCIL's observation, that tender will be liable to be ignored.

30. Clarification of Bids

During evaluation and comparison of bids, purchaser may, at its discretion ask the bidder for clarification of its bid. The clarification should be received within 7 days from the bidder from date of receipt of such request. The request for clarification shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the bidder shall be entertained.

31. Qualification/ Eligibility Criteria

Tenders of the tenderers, who do not meet the required qualification/ eligibility criteria prescribed in Section IX, will be treated as unresponsive and will not be considered further.

32. Conversion of tender currencies to Indian Rupees

In case the tender document permits the tenderers to quote their prices in different currencies, all such quoted prices of the responsive tenderers will be converted to a single currency viz., Indian Rupees for the purpose of equitable comparison and evaluation, as per the B.C. selling exchange rates established by the State Bank of India for similar transactions, as on the date of tender opening.

33. Schedule-wise Evaluation

In case the List of Requirements contains more than one schedule, the responsive tenders will be evaluated and compared separately for each schedule. The tender for a schedule will not be considered if the complete requirements prescribed in that schedule are not included in the tender. However, as already mentioned in GIT sub clause 12.2, tenderers have the option to quote for any one or more schedules and offer discounts for combined schedules. Such discounts, wherever applicable, will be taken into account to determine the tender or combination of tenders offering the lowest evaluated cost for SPMCIL in deciding the successful tenderer for each schedule, subject to that tenderer(s) being responsive.

34. Comparison on CIF Destination Basis

Unless mentioned otherwise in Section-III – Special Instructions to Tenderers and Section-VI – List of Requirements, the comparison of the responsive tenders shall be on CIF destination basis, duly delivered, commissioned, etc. as the case may be.

35. Additional Factors and Parameters for Evaluation and Ranking of Responsive Tenders

35.1 Further to GIT Clause 33 above, SPMCIL's evaluation of a tender will include and take into account the following:

- a) in the case of goods manufactured in India or goods of foreign origin already located in India, sales tax & other similar taxes and excise duty & other similar duties, which will be contractually payable (to the tenderer), on the goods if a contract is awarded on the tenderer; and
- b) In the case of goods of foreign origin offered from abroad, customs duty and other similar import duties/ taxes, which will be contractually payable (to the tenderer) on the goods if the contract is awarded on the tenderer.

35.2 SPMCIL's evaluation of tender will also take into account the additional factors, if any, incorporated in SIT in the manner and to the extent indicated therein.

35.3 As per policies of the Government from time to time, the purchaser reserves its option to give price preference to Small Scale Industries in comparison to the large scale Industries. This price preference cannot however be taken for granted and every endeavor need to be made by such firms to bring down cost and achieve competitiveness.

35.4 If the tenders have been invited on variable price basis, the tenders will be evaluated, compared and ranked on the basis of the position as prevailing on the day of tender opening and not on the basis of any future date.

36. Tenderer's capability to perform the contract

36.1 SPMCIL, through the above process of tender scrutiny and tender evaluation will determine to its satisfaction whether the tenderer, whose tender has been determined as the lowest evaluated responsive tender is eligible, qualified and capable in all respects to perform the contract satisfactorily. If, there is more than one schedule in the List of Requirements, then, such determination will be made separately for each schedule.

36.2 The above mentioned determination will, inter-alia, take into account the tenderer's financial, technical and production capabilities for satisfying all the requirements of SPMCIL as incorporated in the tender document. Such determination will be based upon scrutiny and examination of all relevant data and details submitted by the tenderer in its tender as well as such other allied information as deemed appropriate by SPMCIL.

37. Cartel Formation/ Pool Rates

Cartel formation or quotation of Pool/ Co-ordinated rates, leading to "Appreciable Adverse Effect on Competition" (AAEC) as identified in Competition Act, 2002, as amended by Competition (Amendment) Act, 2007, would be considered as a serious misdemeanor and would be dealt accordingly as per Clause 44 below.

38. Negotiations

Normally there would be no price negotiations. But SPMCIL reserves its right to negotiate with the lowest acceptable bidder (L1), who is technically cleared/approved for supply of bulk quantity and on whom the contract would have been placed but for the decision to negotiate, under special circumstances in accordance with CVC guidelines i.e. Normally there should be no negotiation. Selection of contractors by negotiations should be a rare exception rather than the rule and may be resorted to only in the exceptional circumstances under the following circumstances:--

- a. Where the procurement is done on proprietary basis
- b. Items to be procured are supplied by only a limited sources of supply
- c. Items where there is suspicion of cartel formation.

39. Contacting SPMCIL

- 39.1. From the time of submission of tender to the time of awarding the contract, if a tenderer needs to contact SPMCIL for any reason relating to this tender enquiry and / or its tender, it should do so only in writing.
- 39.2. It will be treated as a serious misdemeanor in case a tenderer attempts to influence SPMCIL's decision on scrutiny, comparison, evaluation and award of the contracts. In such a case the tender of the tenderer shall be liable for rejection in addition to appropriate administrative actions being taken against that tenderer, as deemed fit by SPMCIL, in terms of clause 44 of GIT.

G AWARD OF CONTRACT**40. SPMCIL's Right to Accept any Tender and to Reject any or All Tenders**

SPMCIL reserves the right to accept in part or in full any tender or reject any tender without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, whatsoever to the affected tenderer or tenderers.

41. Award Criteria

Subject to GIT clause 36 above, the contract will be awarded to the lowest evaluated responsive tenderer decided by SPMCIL in terms of GIT Clause 34.

42. Variation of Quantities at the Time of Award

No variation of quantities at the time of awarding the contract.

43. Parallel Contracts

~~SPMCIL reserves its right to conclude Parallel contracts, with more than one bidder (for the same tender). If this is foreseen at the time of Tendering, a clause would be included in SIT giving further details.~~

44. Serious Misdemeanors

44.1. Following would be considered serious misdemeanors:

- i. Submission of misleading/ false/ fraudulent information/ documents by the bidder in their bid
- ii. Submission of fraudulent/ unencashable Financial Instruments stipulated under Tender or Contract Condition.
- iii. Violation of Code of Ethics laid down in Clause 32 of the GCC.
- iv. Cartel formation or quotation of Pool/ Co-ordinated rates leading to "Appreciable Adverse Effect on Competition" (AAEC) as identified under the Competition Act, 2002.
- v. Deliberate attempts to pass off inferior goods or short quantities.
- vi. Violation of Fall Clause by Rate Contract holding Firms.
- vii. Attempts to influence SPMCIL's Decisions on scrutiny, comparison, evaluation and award of Tender.

44.2. Besides, suitable administrative actions, like rejecting the offers or delisting of registered firms, SPMCIL would ban/ blacklist Tenderers committing such misdemeanor, including declaring them ineligible to be awarded SPMCIL contracts for indefinite or for a stated period.

45. Notification of Award

45.1 Before expiry of the tender validity period, SPMCIL will notify the successful tenderer(s) in writing, by registered / speed post or by fax/email / telex/ cable (to be confirmed by registered / speed post) that its tender for goods & services, which have been selected by SPMCIL, has been accepted, also briefly indicating therein the essential details like description, specification and quantity of the goods & services and corresponding prices accepted. The successful tenderer must furnish to SPMCIL the required performance security within twenty one days from the date of this notification. Relevant details about the performance security have been provided under GCC Clause 6 under Section IV.

45.2 The notification of award shall constitute the conclusion of the contract.

46. Issue of Contract

46.1 Within seven working days of receipt of performance security, SPMCIL will send the contract form (as per Section XVI) duly completed and signed, in duplicate, to the successful tenderer by registered / speed post.

46.2 Within seven days from the date of issue of the contract, the successful tenderer will return the original copy of the contract, duly signed and dated, to SPMCIL by registered / speed post.

47. Non-receipt of Performance Security and Contract by SPMCIL

Failure of the successful tenderer in providing performance security within 21 days of receipt of notification of award and / or returning contract copy duly signed in terms of GIT clauses 45 and 46 above shall make the tenderer liable for forfeiture of its EMD and, also, for further sanctions by SPMCIL against it.

48. Return of EMD

The earnest money of the successful tenderer and the unsuccessful tenderers will be returned to them without any interest, whatsoever, in terms of GIT Clause 18.5.

49. Publication of Tender Result

The name and address of the successful tenderer(s) receiving the contract(s) will be mentioned in the notice board/ bulletin/ web site of SPMCIL.

Part II: Additional General Instructions Applicable to Specific Types of Tenders:

50. Rate Contract Tenders

50.1 In addition to GIT in Part I above, following GIT will be applicable to rate contract Tenders:

- i. Earnest Money Deposit (EMD) is not applicable.
- ii. In the Schedule of Requirement, no commitment of quantity is mentioned; only the anticipated requirement is mentioned without any commitment.
- iii. SPMCIL reserves the right to conclude more than one rate contract for the same item.
- iv. Unless otherwise specified in SIT, the currency of a Rate Contract would normally be for one year.
- v. During the currency of the Rate Contract, SPMCIL may withdraw the rate contract by serving suitable notice. The prescribed notice period is generally thirty days.
- vi. During the currency of the Rate Contract, SPMCIL would have the option to renegotiate the price with the rate contract holders.
- vii. During the currency of the Rate Contract, in case of emergency, SPMCIL may purchase the same item through ad hoc contract with a new supplier.
- viii. Usually, the terms of delivery in rate contracts are FOR dispatching station.
- ix. Supply orders, incorporating definite quantity of goods to be supplied along with all other required conditions following the rate contract terms, will be issued by nominated Direct Demanding Officers (DDO) for obtaining supplies through the rate contract.
- x. SPMCIL is entitled to place supply orders up to the last day of the validity of the rate contract and, though supplies against such supply orders will be affected beyond the validity period of the rate contract, all such supply will be guided by the terms & conditions of the rate contract.
- xi. The rate contract will be guided by "Fall Clause" as described below.

50.2 Fall Clause

If the rate contract holder reduces its price or sells or even offers to sell the rate Contracted goods, following conditions of sale similar to those of the rate contract, at a price Lower than the rate contract price to any person or organization during the currency of The rate contract, the rate contract price will be automatically reduced with effect from that date for all The subsequent supplies under the rate contract and the rate contract amended accordingly. Any violation of the fall clause would be considered a serious misdemeanor under clause 44 of the GIT and action, as appropriate, would be taken as per provision of that clause.

50.3 Performance Security

Value of Performance Security would be stipulated in the SIT. Performance Security shall, however, not be demanded again in the individual supply orders issued subsequently against

rate contracts.

50.4 Renewal of Rate Contracts

In case, it is not possible to conclude new rate contracts before the expiry of existing ones, due to some special reasons, the existing rate contracts would be extended with same terms, conditions etc for a suitable period, with the consent of the rate contract holders. Rate contracts of the firms, who do not agree to such extension, will be left out. Period of such extension would generally not be more than three months.

51. Prequalification Bidding

51.1 Prequalification Bidding is for short listing of qualified Bidders who fulfill the Prequalification criteria as laid down in SIT or in Section IX of SBD – “Qualification Criteria” for procurement of Goods or Services as listed in Section VI of SBD – “List of Requirements”. Shortlisted Bidders would be informed of their qualification and short listing in accordance with the stipulations laid down in the SIT. Unless otherwise stipulated in the SIT the PQB short listing would be valid only till the next procurement tender. Further conditions will be elaborated in the SIT.

51.2 If stipulated in the SIT, only these shortlisted qualified bidders would be invited to participate in the Procurement of the requirements. Otherwise SIT may also indicate that instead of floating a separate PQB tender, it may be combined with the Procurement Tender, as a three bid tender. Initially the first Packet containing PQB would be opened and evaluation would be done. Thereafter the rest of tender would be handled as a two bid system for only those bidders who succeed in PQB.

52. Tenders involving Samples

~~52.1~~ Normally no sample would be called along with the offer for evaluation.

~~52.2~~ **Purchaser's Samples:** If indicated in the SIT, A Purchaser's sample may be displayed to indicate required characteristics over and above the Specifications for perusal of the bidders. Name and Designation of the Custodian, Place, Dates and Time of inspection of Purchaser's sample will be indicated in the SIT. The supplies in the contract will have to meet the indicated required characteristics for which the Purchaser's sample was displayed, besides meeting the specification listed in Section VII – “Technical Specifications” of the SBD. He would be issued a sealed Purchaser's sample for the purpose at the time of award of the contract.

~~52.3~~ **Pre-Production Samples:** If stipulated in SIT, successful contractor would be required to submit a Pre-Production sample(s) to the Inspecting Officer/ or the nominated authority mentioned in the contract within the time specified therein. If the Contractor is unable to do so, he must apply immediately to the Office issuing the acceptance of tender for extension of time stating the reasons for the delay. If the Purchaser is satisfied that a reasonable ground for an extension of time exists, he may allow such additional time as he considers to be justified (and his decision

shall be final) with or without alteration in the delivery period stipulated in the contract and on such conditions as he deems fit. In the event of the failure of the Contractor to deliver the pre-production sample by the date specified in the acceptance of tender or any other date to which the time may be extended as aforesaid by the Purchaser or of the rejection of the sample, the Purchaser shall be entitled to cancel the contract and, if so desired, purchase or authorize the purchase of the stores at the risk and cost of the Contractor (unless specified otherwise in the SIT). In such an event, in case of Security Items where urgency develops due to such delays, SPMCIL reserves its right to procure not more than one year's requirement against this "Risk & Cost" tender from existing pre-qualified and security cleared firms. Bulk production and supply will only be allowed if this sample(s) pass the Tests laid down in the Section VIII — "Quality Control Requirements" in the SBD.

52.4 Testing of Samples: Tests, procedures and testing laboratories for testing samples would be detailed in the Section VIII — "Quality Control Requirements" in the SBD.

52.5 Validation/ Prolonged Trials: If specified in SIT or in the Section VIII — "Quality Control Requirements" in the SBD, pre-production samples may have to undergo validation or extended trial before their performance can be declared satisfactory.

52.6 Parameters Settings and duration of Validation Tests would be indicated in the Section VIII — "Quality Control Requirements" in the SBD. It would also stipulate the period or event marking end of validation trials. It would also be indicated therein whether the Permission to start bulk production will have to wait full validation or it can go on in parallel.

53. Expression of Interest (EOI) Tenders:

53.1 EOI tenders are floated for short listing firms who are willing and qualified for: -

- i. Registration of Vendors for Supply of particular Stores or certain categories of Stores.
- ii. Development of new items or Indigenization of Imported stores

53.2 The qualification /eligibility criteria required and the format of submission of such Data would be indicated in the Section IX — "Qualification Criteria" in the SBD.

53.3 Objectives and scope of requirement would be indicated in the Section VI — "List of Requirements" in the SBD. Indicative quantity required yearly and its future requirements would also be indicated.

53.4 In case of EOI for Development of new Items or for Indigenization, prospective firms would be given opportunity to inspect the Machine/ Item at the place of installation at the place, dates and Time mentioned in SIT.

53.5 In case EOI is for registration of vendors, Registration Fees and validity period of registration would be detailed in the SIT.

- ~~53.6~~ **Short List of Suppliers:** The suppliers shall be evaluated for short listing, inter-alia, based on their past experience of supplying goods in similar context, financial strength, technical capabilities etc. Each supplier will be assigned scores based on weightages assigned to each of the criteria mentioned in the Section IX – “Qualification Criteria” in the SBD.
- ~~53.7~~ If stipulated in the SIT, the Firm’s capacity and Capability may be assessed by a nominated Committee or by a third party nominated by SPMCIL.
- ~~53.8~~ All suppliers who secure the minimum required marks (normally 50% unless otherwise specified in the Section IX) would be short listed. Section IX may alternatively specify minimum qualifying requirement for each of the criteria i.e. minimum years of experience, minimum number of assignments executed, minimum turnover etc. Under such circumstances, all suppliers who meet the minimum requirement, as specified, will be short listed.
- ~~53.9~~ In case of EOI for registration of vendors, registration letters would be issued to the shortlisted tenderers.
- ~~53.10~~ In case of EOI for development/ indigenization, these shortlisted tenderers would only be allowed to participate in the subsequent development/ indigenization tenders.
- 54. Tenders For Disposal of Scrap:**
- ~~54.1~~ **Introduction:** The tender is for Sale of Scrap material lying at various locations. Details of scrap for sale including Description, Present Condition, Lot Size and its Location would be given in the Section VI – “List of Requirements”.
- ~~54.2~~ **“As Is; Where Is; Whatever Is” Basis of This Sale:**
- ~~54.2.1~~ This sale of Scrap is strictly on “As Is; Where Is; Whatever Is” basis. Tenderer must satisfy himself on all matters with regard to quality, quantity; nature of stores etc., before tendering as no complaint or representation of any kind shall be entertained after the sale contract is concluded.
- ~~54.2.2~~ The description of lot in the particulars of sale has been given for the purpose of identification thereof only and the use of such description shall not constitute the sale thereof to be sale by description and no sale shall be invalid by reason of any defect or deviation or variation in any lot or on account of any lot not being exactly described and the purchaser shall not be entitled to claim any damage or compensation whatsoever on account of such fault, error in description, weight or the like.
- ~~54.2.3~~ All quantities of scrap whether by weight or measurement mentioned in the Tender notice are only approximate and should the quantity, on actual weight or measurement basis as the case may be and whenever delivered on such basis, works out less than the advertised and /or projected quantity, the SPMCIL shall not under any circumstances be liable to make good any such deficiency

- ~~54.2.4~~ SPMCIL reserves right to increase or decrease the quantity of any item or items or terminate the contract at any stage by giving one week's notice. No claim whatsoever shall lie against the SPMCIL on account of such termination of the contract or variation in the quantity.
- ~~54.2.5~~ SPMCIL shall have the right to remove certain items which it feels were not intended for sale but were inadvertently made a part of the scrap material or of the lot offered for sale lying at the premises or were joined or attached to the material offered for sale.
- ~~54.2.6~~ Tenderers desirous of purchasing and participating in the tender must visit the site before submitting the offer, after taking due permission from the concerned Stock Holders. The Tenderers submitting the offers shall be deemed to have visited the site and acquainted themselves thoroughly with materials intended for sale in all respect.
- ~~54.2.7~~ Any person giving offer shall be deemed to have made himself fully conversant with the Terms and Conditions of the Tender Sale, as well as the location and condition of the materials being sold and shall be deemed to have agreed to all the stated terms and conditions herein under.
- ~~54.3~~ **Submission of Offer:**
- ~~54.3.1~~ Unless specified otherwise in the SIT, tenders shall hold good for acceptance for a minimum period of 90 days (ninety days) from the date of opening of the tenders. The offers of the tenderers shall be irrevocable.
- ~~54.3.2~~ The SPMCIL reserves right to reject any offer without assigning any reason therefor.
- ~~54.3.3~~ Unless otherwise stated in the SIT, the amount of EMD in such tenders would be 5% of the value of the tender. The Earnest Money shall be forfeited if the tenderer unilaterally withdraws, amends, impairs or derogates from his offer in any respect within the period of validity of his offer.
- ~~54.3.4~~ If the offer of the tenderer is not accepted by the SPMCIL, the Earnest Money deposit made by the tenderer shall be refunded to him. No interest shall be payable on such refunds. The EMD deposited by the successful tenderer shall remain with the SPMCIL till payment of the security deposit (SD) money, as stipulated in relevant Clause, has been made. It may be adjusted as part of the total SD money at the discretion of the SPMCIL.
- ~~54.3.5~~ Commercial tax/terminal tax, Octroi, municipal tax or any other taxes/duties etc. whatever in force shall be payable extra by the purchaser as per rules applicable to SPMCIL. Current and valid PAN and sales/commercial tax registration number wherever applicable must be provided in the Bid of the Tenderer.
- ~~54.3.6~~ All arrangement for lifting and transportation of scrap material, including manpower, crane, transport vehicle and trolley etc, if required shall be made by the purchaser concerned only and the SPMCIL shall not provide or help in providing any such arrangements and the rate quoted by the purchaser must include such and all incidental charges.

~~54.3.7 Registered dealers who are exempted from payment of Sales Tax must submit copies of their Registration certificate of concerned authority and shall be required to submit necessary form duly completed in all respect to SPMCIL or its representatives before obtaining delivery order, duly signed by the partner of the firm or the person authorized to do so.~~

~~54.3.8 Evaluation of tenders for Disposal of scrap will be done on similar basis as Tenders for Procurement of Goods, except that the selection of the bidders shall be on the basis of the highest responsive Bidder (H1). In case full quantity is not offered to be taken by the Highest Bidder, parallel contracts would be placed.~~

~~**54.4 Notification of Acceptance and Award of Contract:**~~

~~54.4.1 The successful tenderer, herein after referred to as purchasers, shall have to submit security deposit (SD) @ 10% of the total sale value of the contract within 5 working days of issue of the sale contract (excluding the date of issue of sale contract). The SD shall be deposited in the form of bank draft/pay order, drawn on any nationalized or recognized bank in favour of SPMCIL as mentioned in clause 4 of NIT in connection with EMD.~~

~~54.4.2 The purchaser has to pay balance payment within 20 days from the date of notification of acceptance, which is to be issued by SPMCIL or his authorized representative, in form of Bank draft drawn on any nationalized or recognized bank in favor of same authority as mentioned above. In case of any, default to deposit balance payment, SPMCIL reserves right to terminate the contract and forfeit the security deposit.~~

~~**54.5 Disposal Tenders for Security and Sensitive Machinery and Items:**~~

~~54.5.1 **Non-Misuse Declaration:** The bidder is required to give an undertaking that he or his employees or legal heirs will ensure that such items purchased from SPMCIL, will be utilized only for scrap recovery and will not be misused for any other purpose. He will also ensure that this undertaking is honoured and it got underwritten from further down the line scrap processors/ re-purchasers, if any. In case his firm changes hands, it will be his responsibility to ensure that the new owners honour and underwrite this undertaking.~~

~~54.5.2 If stipulated in SIT delivery would be given only in dis-mantled/ cut-up condition.~~

~~**55. Development and Indigenization Tenders:**~~

~~55.1 Already developed firms or firms who have already received development orders for the item (with whatever results) would not be considered in such tenders.~~

- ~~55.2~~ If specified in SIT the contract documents may be issued free of cost, and submission of earnest money deposit and security deposit may be relaxed.
- ~~55.3~~ If specified in SIT, The Tenderers may quote separately for
- ~~i.~~ Price/rate for bulk supply of item in development/indigenization supplies and
 - ~~ii.~~ Separately, cost of development including cost of pre-production samples. Firms would be paid only for the number of samples specified in the Tender. If he has to manufacture more samples due to failure of earlier one, he would not be paid for it.
- ~~55.4~~ L1 would be determined on the basis of rate of item quoted including reference to total cost of the development cost (including the cost of prototype) plus the notional total cost of quantities that will be required over next three years, wherever applicable.
- ~~55.5~~ Development contracts may, as far as feasible, be concluded with two or more contractors in parallel.
- ~~55.6~~ The ratio of splitting of the supply order between various development agencies/firms in cases of parallel development, including criteria thereof, would be specified in the SIT.
- ~~55.7~~ However, in case the requirement is meager and complex technology is involved, or quantity of the equipment/ spares is limited/small/ uneconomic if distributed between two vendors, the entire order could be placed upon the L1 vendor only.
- ~~55.8~~ If specified in SIT, Advance and Intermediate Payment to Suppliers may be allowed.

~~55.9~~ **Quantity for Development Commitment**

~~In Next three years, after the newly developed firm is able to successfully complete Development orders with +/-5% tolerance, 20% of annual quantity requirement may be reserved for Newly Developed firms.~~

~~55.10~~ **Period of Development Commitment**

~~A newly developed firm would be granted this facility till only three years after completing the initial Development order. However this facility is not a bar to the firm from competing with already established firms for quantities larger than 20% provided their prices and performance so warrant. Thereafter they would have to compete on equal terms with other already developed firms.~~

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.

Sl. No.	GIT Clause No.	Topic	SIT Provision
1	4	Eligible Goods and Services (Origin of Goods)	Deleted/Not applicable
2	8 & 9	Pre-Bid Conference & Time limit for receiving request for clarification of tender document	The prospective bidders interested in participating in this tender are requested to attend a Pre-Bid conference for clarification on PQB, technical specifications of the tenders to be held on 16/02/2016 at 11:00AM at the Office of SPMCIL, IT Department, 16th Floor, Jawahar Vyapar Bhawan, Janpath, New Delhi-110001. The queries of Pre-Bid conference must reach to the General Manager (IT), SPMCIL, New Delhi by 15/02/2016 up to 5.30 PM in writing by post/ fax/ email only.
3	11.2	Tender Currency	Bidders to quote in Indian Rupees only. Note: Bidder is requested to quote price within 2(Two) decimal place, Quotation with price quoted beyond 2(Two) decimal places will be ignored.
4	19	Tender Validity	One Hundred and Eighty (180) days from the last date of submission of bid.
5	18.5	Earnest Money Deposit (EMD)	Rs.38,00,000/- (Thirty Eight Lacs only) and should be valid upto a period of six months from the date of validity of the tender.
6	20.8	Signing and Sealing of Tender	Tender will consist of Three bid system (PQB, Techno-Commercial bid & Financial bid)
7	18.2, 35.2, 35.3	EMD, Additional Factors for Evaluation of offers, Price Preference	Micro and Small Enterprises are eligible to get the benefits under "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of India, Ministry of Micro, Small & Medium Enterprises, New Delhi vide Gazette Notification dated 26.03.2012. The major benefits allowed are as under: <ul style="list-style-type: none"> i. Issue of tender sets free of cost, ii. Exemption from payment of Earnest Money Deposit (EMD), iii. In tender participating MSEs quoting price within price band of L1+15 per cent shall also be allowed to supply a portion upto 20% of requirement by bringing down their price to L1 Price where L1 is non MSEs."
8	51.2	Pre-qualification Bidding	This is a three bid tender. Initially the first packet containing PQB would be opened and evaluation would be done as per Qualification Criteria mentioned in Section IX. Thereafter the rest of tender would be handled as a two bid system for only

			those bidders who qualify in PQB.
9	43	Parallel Contracts	NOT APPLICABLE
10	14	PVC Clause & Formula	The price should be firm & fixed during the currency of the contract.
11	52.3	Pre-Production Sample	NOT APPLICABLE

Section IV: General Conditions of Contract (GCC)

Part I: General Conditions of Contract applicable to all types of Tenders

1. Definitions; Interpretation and Abbreviations: In the contract, unless the context otherwise requires:

1.1 Definitions and Interpretation:

- (i) "Contract" means the letter or memorandum communicating to the Contractor the acceptance of this tender and includes "Intimation of Award" of his tender; "Contract" includes and Bid Invitation, Instructions to Tenderers, Tender, Acceptance of Tender, General Conditions of Contract, Schedule of Requirements, particulars and the other conditions specified in the acceptance of tender and includes a repeat order which has been accepted or acted upon by the Contractor and a formal agreement, if executed;
- (ii) "Contractor" or "Supplier" means the individual or the firm supplying the goods and services. The term includes his employees, agents, successors, authorized dealers, stockiest and distributors. Other homologous terms are: Vendor, Firm, Manufacturer, OEM etc.;
- (iii) "Drawing" means the drawing or drawings specified in or annexed to the Specifications;
- (iv) "Government" means the Central Government or a State Government as the case may be;
- (v) The "Inspecting Officer" means the person, or organisation specified in the contract for the purpose of inspection of stores of work under the contract and includes his/their authorised representative;
- (vi) "Purchase Officer" means the officer signing the acceptance of tender and includes any officer who has authority to execute the relevant contract on behalf of the Purchaser;
- (vii) The "Purchaser" means SPMCIL – the organization purchasing goods and services as incorporated in the documents;
- (viii) "Signed" includes stamped, except in the case of an acceptance of tender or any amendment thereof;
- (ix) "Test" means such test as is prescribed by the particulars or considered necessary by the Inspecting Officer whether performed or made by the Inspecting Officer or any agency acting under the direction of the Inspecting Officer;
- (x) The delivery of the stores shall be deemed to take place on delivery of the stores in accordance with the terms of the contract, after approval by the Inspecting Officer if so provided in the contract —
 - a. The consignee at his premises; or
 - b. Where so provided, the interim consignee at his premises; or
 - c. A carrier or other person named in the contract for the purpose of transmission to the consignee: or

- d. The consignee at the destination station in case of contract stipulating for delivery of stores at destination station.
- (xi) "Writing" or "Written" includes matter either in whole or in part, in manuscript, typewritten, lithographed, cyclostyled, photographed or printed under or over signature or seal, as the case may be.
- (xii) Words in the singular include the plural and vice-versa.
- (xiii) Words importing the masculine gender shall be taken to include the feminine gender and words importing persons shall include any company or association or body of individuals, whether incorporated or not.
- (xiv) The heading of these conditions shall not affect the interpretation or construction thereof.
- (xv) Terms and expression not herein defined shall have the meanings assigned to them in the Indian Sale of Goods Act, 1930 (as amended) or the Indian Contract Act, 1872 (as amended) or the General Clauses Act, 1897 (as amended) as the case may be.
- (xvi) **PARTIES:** The parties to the contract are the "Contractor" and the "Purchaser", as defined above;
- (xvii) "Tender" means quotation / bid received from a firm / supplier.
- (xviii) "Goods" means the articles, material, commodities, livestock, furniture, fixtures, raw material, spares, instruments, machinery, equipment, industrial plant etc. which the supplier is required to supply to SPMCIL under the contract. Other homologous terms are: Stores, Materials etc.
- (xix) "Services" means services allied and incidental to the supply of goods, such as transportation, installation, commissioning, provision of technical assistance, training, after sales service, maintenance service and other such obligations of the supplier covered under the contract.
- (xx) "Earnest Money Deposit" (EMD) means monetary guarantee to be furnished by a Tenderer along with its tender.
- (xxi) "Performance Security" means monetary guarantee to be furnished by the successful Tenderer for due performance of the contract placed on it. Performance Security is also known as Security Deposit or Performance Bank Guarantee.
- (xxii) "Consignee" means the person to whom the goods are required to be delivered as specified in the Contract. If the goods are required to be delivered to a person as an interim consignee for the purpose of despatch to another person as provided in the Contract then that "another" person is the consignee, also known as ultimate consignee.
- (xxiii) "Specification" or "Technical Specification" means the drawing/ document/ standard that prescribes the requirement to which product or service has to conform.

(xxiv) "Inspection" means activities such as measuring, examining, testing, analyzing, gauging one or more characteristics of the product or service and comparing the same with the specified requirement to determine conformity.

(xxv) "Day" means calendar day.

1.2 Abbreviations:

"AAEC"	means "Appreciable Adverse Effect on Competition" as per Competition Act
"BG"	means Bank Guarantee
"BL or B/L"	means Bill of Lading
"CD"	means Custom Duty
"CIF"	means Cost, Insurance and Freight Included
"CMD"	means Chairman and Managing Director
"CPSU"	means Central Public Sector Undertaking
"CST"	means Central Sales Tax
"DDO"	means Direct Demanding Officer in Rate Contracts
"DGS&D"	means Directorate General of Supplies and Disposals
"DP"	means Delivery Period
"ECS"	means Electronic clearing system
"ED"	means Excise Duty
"EMD"	means Earnest money deposit
"EOI"	means Expression of Interest (Tendering System)
"ERV"	means Exchange rate variations
"FAS"	means Free alongside shipment
"FOB"	means Freight on Board
"FOR"	means Free on Rail
"GCC"	means General Conditions of Contract
"GIT"	means General Instructions to Tenderers
"GST"	means Goods and Services Tax which will replace Sales Tax
"H1, H2 etc"	means First Highest, Second Highest Offers etc in Disposal Tenders
"Incoterms"	means International Commercial Terms, 2000 (of ICC)
"L1, L2 etc"	means First or second Lowest Offer etc.
"LC"	means Letter of Credit
"LD or L/D"	means Liquidated Damages
"LSI"	means Large Scale Industry
"NIT"	means Notice Inviting Tenders
"NSIC"	means National small industries corporation
"PQB"	means Pre-qualification bidding
"PSU"	means Public Sector Undertaking
"PVC"	means Price variation clause
"RC"	means Rate contract
"RR or R/R"	means Railway Receipt
"SBD" or "T E Document"	means (Standard) BID / Tender Document
"SCC"	means Special Conditions of Contract
"SIT"	means Special Instructions to Tenderers
"SPMCIL "	means Security Printing and Minting Corporation Limited
"SSI"	means Small Scale Industry
"ST"	means Sales Tax
"VAT"	means Value Added Tax

2. Application

- 2.1.** The General Conditions of Contract incorporated in this section shall be applicable for this purchase to the extent the same are not superseded by the Special Conditions of Contract (SCC) prescribed under Section V of this document.
- 2.2.** General Conditions of the contract shall not be changed from one tender to other.
- 2.3. Other Laws and Conditions That will Govern the Contract:**

Besides GCC and SCC following conditions and Laws will also be applicable and would be considered as part of the contract:

- i. Indian Contracts Act, 1872
- ii. Sale of Goods Act, 1930
- iii. Arbitration and Conciliation Act, 1996
- iv. Competition Act, 2002 as amended by Competition (Amendment Act), 2007
- v. Contractor's Tender Submissions including Revised Offer during Negotiations if any
- vi. Conditions in other parts of the Tender Documents
- vii. Correspondence including counter-offers if any; between the Contactor and SPMCIL during the Tender Finalization
- viii. Notification of award and Contract Documents
- ix. Subsequent Amendments to the Contract

3. Use of contract documents and information

- 3.1.** The supplier shall not, without SPMCIL's prior written consent, disclose the contract or any provision thereof including any specification, drawing, sample or any information furnished by or on behalf of SPMCIL in connection therewith, to any person other than the person(s) employed by the supplier in the performance of the contract emanating from this tender document. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for the purposes of such performance for this contract.
- 3.2.** During the process of procurement of Security or Sensitive Machinery and Items, Tender Documents and the specifications/ drawings of such items would be issued only to Vendors having security clearance within the validity of such clearance and he shall maintain absolute secrecy and strictly control the number of copies and access to the documents and copies thereof, in addition to safeguards mentioned in sub-para above.
- 3.3.** Further, the supplier shall not, without SPMCIL's prior written consent, make use of any document or information mentioned in GCC sub-clause 3.1 above except for the sole purpose of performing this contract.
- 3.4.** Except the contract issued to the supplier, each and every other document mentioned in GCC sub-clause 3.1 above shall remain the property of SPMCIL and, if advised by SPMCIL, all copies

of all such documents shall be returned to SPMCIL on completion of the supplier's performance and obligations under this contract.

4. Patent Rights

- 4.1.** The supplier shall, at all times, indemnify SPMCIL, free of cost, against all claims which may arise in respect of goods & services to be provided by the supplier under the contract for infringement of any right protected by patent, registration of designs or trademarks. In the event of any such claim in respect of alleged breach of patent, registered designs, trademarks etc. being made against SPMCIL, SPMCIL shall notify the supplier of the same and the supplier shall, at his own expenses take care of the same for settlement without any liability to SPMCIL.

5. Country of Origin

- 5.1.** All goods and services to be supplied and provided for the contract shall have the origin in India or in the countries with which the Government of India has trade relations.
- 5.2.** The word "origin" incorporated in this clause means the place from where the goods are mined, cultivated, grown, manufactured, produced or processed or from where the services are arranged.

6. Performance Bond/ Security

- 6.1.** Within twenty-one days after the issue of notification of award by SPMCIL, the supplier shall furnish performance security to SPMCIL for an amount equal to (10%) ten per cent of the total value of the contract, performance bond/Security deposit – shall be valid upto to the complete conclusion of contractual obligations to the complete satisfaction of both the bidder and the buyer, including the warranty period.
- 6.2.** The Performance security shall be denominated in Indian Rupees or in the currency of the contract and shall be in one of the following forms:
- (i) Account Payee Demand Draft or Fixed Deposit Receipt drawn on any commercial bank in India, in favour of SPMCIL as indicated in the clause 4 of NIT in reference to EMD.
 - (ii) Bank Guarantee issued by a commercial bank in India, in the prescribed form as provided in section XV of this document.
- 6.3.** In the event of any loss due to supplier's failure to fulfill its obligations in terms of the contract, the amount of the performance security shall be payable to SPMCIL to compensate SPMCIL for the same.
- 6.4.** In the event of any amendment issued to the contract, the supplier shall, within twenty-one days of issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended.
- 6.5.** Subject to GCC sub-clause 6.3 above, SPMCIL will release the performance security without any interest to the supplier on completion of the supplier's all contractual obligations including the warranty obligations.

7. Technical Specifications and Standards

- 7.1. The Goods & Services to be provided by the supplier under this contract shall conform to the technical specifications and quality control parameters mentioned in 'Technical Specification' and 'Quality Control Requirements' under Sections VII and VIII of this document.

8. Packing and Marking

- 8.1. The packing for the goods to be provided by the supplier should be strong and durable enough to withstand, without limitation, the entire journey during transit including transshipment (if any), rough handling, open storage etc. without any damage, deterioration etc. As and if necessary, the size, weights and volumes of the packing cases shall also take into consideration, the remoteness of the final destination of the goods and availability or otherwise of transport and handling facilities at all points during transit upto final destination as per the contract.
- 8.2. The quality of packing, the manner of marking within & outside the packages and provision of accompanying documentation shall strictly comply with the requirements as provided in Technical Specifications and Quality Control Requirements under Sections VII and VIII and in SCC under Section V. In case the packing requirements are amended due to issue of any amendment to the contract, the same shall also be taken care of by the supplier accordingly.

8.3. Packing instructions:

Unless otherwise mentioned in the Technical Specification and Quality Control Requirements under Sections VII and VIII and in SCC under Section V, the supplier shall make separate packages for each consignee (in case there is more than one consignee mentioned in the contract) and mark each package on three sides with the following with indelible paint of proper quality:

- a) contract number and date
- b) brief description of goods including quantity
- c) packing list reference number
- d) country of origin of goods
- e) consignee's name and full address and
- f) supplier's name and address

9. Inspection and Quality Control

- 9.1. SPMCIL and/ or its nominated representative(s) will, without any extra cost to SPMCIL, inspect and/ or test the ordered goods and the related services to confirm their conformity to the contract specifications and other quality control details incorporated in the contract. SPMCIL shall inform the supplier in advance, in writing, SPMCIL's programme for such inspection and, also the identity of the officials to be deputed for this purpose.

- 9.2.** The Technical Specification and Quality Control Requirements incorporated in the contract shall specify what inspections and tests are to be carried out and, also, where and how they are to be conducted. If such inspections and tests are conducted in the premises of the supplier or its subcontractor(s), all reasonable facilities and assistance, including access to relevant drawings, design details and production data, shall be furnished by the supplier to SPMCIL's inspector at no charge to SPMCIL.
- 9.3.** If during such inspections and tests the contracted goods fail to conform to the required specifications and standards, SPMCIL's inspector may reject them and the supplier shall either replace the rejected goods or make all alterations necessary to meet the specifications and standards, as required, free of cost to SPMCIL and resubmit the same to SPMCIL's inspector for conducting the inspections and tests again.
- 9.4.** In case the contract stipulates pre-despatch inspection of the ordered goods at suppliers premises, the supplier shall put up the goods for such inspection to SPMCIL's inspector well ahead of the contractual delivery period, so that SPMCIL's inspector is able to complete the inspection within the contractual delivery period.
- 9.5.** If the supplier tenders the goods to SPMCIL's inspector for inspection at the last moment without providing reasonable time to the inspector for completing the inspection within the contractual delivery period, the inspector may carry out the inspection and complete the formality beyond the contractual delivery period at the risk and expense of the supplier. The fact that the goods have been inspected after the contractual delivery period will not have the effect of keeping the contract alive and this will be without any prejudice to the legal rights and remedies available to SPMCIL under the terms & conditions of the contract.
- 9.6.** SPMCIL's contractual right to inspect, test and, if necessary, reject the goods after the goods' arrival at the final destination shall have no bearing of the fact that the goods have previously been inspected and cleared by SPMCIL's inspector during pre-despatch inspection mentioned above.
- 9.7.** Goods accepted by SPMCIL and/ or its inspector at initial inspection and in final inspection in terms of the contract shall in no way dilute SPMCIL's right to reject the same later, if found deficient in terms of the warranty clause of the contract, as incorporated under GCC Clause 16.
- 10. Terms of Delivery**
- 10.1.** Goods shall be delivered by the supplier in accordance with the terms of delivery specified in the contract.
- 11. Transportation of Goods**
- 11.1.** The supplier shall not arrange part-shipments and/ or transshipment without the express/ prior written consent of SPMCIL.

- 11.2. Instructions for transportation of domestic goods including goods already imported by the supplier under its own arrangement:** In case no instruction is provided in this regard in the SCC, the supplier will arrange transportation of the ordered goods as per its own procedure.
- 11.3. Shipping Arrangement for Foreign Contracts:** In the case of FOB/FAS contracts, shipping arrangements shall be made by the Ministry of Shipping & Transport (Chartering Wing), New Delhi, INDIA, in accordance with details given in SBD Section XVIII. The Contractor shall give adequate, notice to the Forwarding Agents/Nominees about the readiness of the cargo from time to time and at least six weeks' notice in advance of the required position for finalising the shipping arrangements. In the case of C&F contracts, the Contractor shall arrange shipment in accordance with the requirements of the Ministry of Shipping & Transport, New Delhi, INDIA, indicated in the same SBD section (as applicable).
- 12. Insurance:**
- 12.2** Unless otherwise instructed in the SCC, the supplier shall make arrangements for insuring the goods against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the following manner:
- 12.3** In case of supply of domestic goods on CIF destination basis, the supplier shall be responsible till the entire stores contracted for arrive in good condition at destination. The transit risk in this respect shall be covered by the Supplier by getting the stores duly insured. The insurance cover shall be obtained by the Supplier in its own name and not in the name of SPMCIL or its Consignee.
- 12.4** In the case of FOB and C&F offers for import of Goods, insurance shall be arranged by the Purchaser. However, the supplier must give sufficient notice to the Purchaser prior to the date of shipment, so that the Insurance Cover for the shipment can be activated. The Supplier must co-ordinate so as to ensure that the Shipment sails only with Insurance cover in place.
- 12.5** In case of Import of Goods, even in case where the insurance is paid by the Purchaser, and loss or damage shall be made good by the Contractor free of cost, without waiting for the settlement of insurance claim. The payment after settlement of insurance claim shall be reimbursed by the Purchaser to the Contractor. It will be entirely the responsibility of the Contractor to make good loss/damage without waiting for settlement of insurance claim so that machine is commissioned within the time specified in the contract.
- 13. Spare parts**
- 13.1.** If specified in the List of Requirements and in the resultant contract, the supplier shall supply/ provide any or all of the following materials, information etc. pertaining to spare parts manufactured and/ or supplied by the supplier:

- a) The spare parts as selected by SPMCIL to be purchased from the supplier, subject to the condition that such purchase of the spare parts shall not relieve the supplier of any contractual obligation including warranty obligations; and
- b) In case the production of the spare parts is discontinued:
 - i. sufficient advance notice to SPMCIL before such discontinuation to provide adequate time to SPMCIL to purchase the required spare parts etc., and
 - ii. immediately following such discontinuation, providing SPMCIL, free of cost, the designs, drawings, layouts and specifications of the spare parts, as and if requested by SPMCIL.

13.2. Supplier shall carry sufficient inventories to assure ex-stock supply of consumable spares for the goods so that the same are supplied to SPMCIL promptly on receipt of order from SPMCIL.

14. Incidental services

14.1. Subject to the stipulation, if any, in the SCC (Section-V) and the Technical Specification (Section – VII), the supplier shall be required to perform any or all of the following services.

- a) Providing required jigs and tools for assembly, start-up and maintenance of the goods
- b) Supplying required number of operation & maintenance manual for the goods
- c) Installation and commissioning of the goods
- d) Training of SPMCIL's operators for operating and maintaining the goods
- e) Providing after sales service during the tenure of the contract
- f) Providing maintenance service after expiry of the warranty period of the goods if so incorporated in the contract

14.2. Prices to be paid to the supplier by SPMCIL for any of the required incidental services, if not already included in the contract price during the placement of the contract, shall be settled and decided in advance by SPMCIL and the supplier. However, such prices shall not exceed the contemporary rates charged by the supplier to other customers for similar services.

15. Distribution of Despatch Documents for Clearance/ Receipt of Goods

15.1. The supplier shall send all the relevant despatch documents well in time to SPMCIL to enable SPMCIL to clear or receive (as the case may be) the goods in terms of the contract. Unless otherwise specified in the SCC, the usual documents involved and the drill to be followed in general for this purpose are as follows:

15.2. For Domestic Goods, including goods already imported by the supplier under its own arrangement Within 24 hours of despatch, the supplier shall notify SPMCIL, consignee, and others concerned if mentioned in the contract, the complete details of despatch and also supply

the following documents to them by registered post / speed post (or as instructed in the contract):

- (a) Supplier's Invoice indicating, inter alia description and specification of the goods, quantity, unit price, total value;
- (b) Packing list;
- (c) Insurance certificate;
- (d) Railway receipt/ Consignment note;
- (e) Manufacturer's guarantee certificate and in-house inspection certificate;
- (f) Inspection certificate issued by SPMCIL's inspector
- (g) Expected date of arrival of goods at destination and
- (h) Any other document(s), as and if specifically mentioned in the contract.

15.3. For Imported Goods, within 3 days of despatch, the supplier will Notify SPMCIL, consignee and other concerned if mentioned in the contract, the complete details of despatch and also supply the following documents to them by Courier (or as instructed in the Contract), besides advance intimation by Fax/ email:

- (a) Clean on Board Airway Bill/Bill of Lading (B/L)
- (b) Original Invoice
- (c) Packing List
- (d) Certificate of Origin from Seller's Chamber of Commerce
- (e) Certificate of Quality and current manufacture from OEM
- (f) Dangerous Cargo Certificate, if any.
- (g) Insurance Policy of 110% if CIF/CIF contract.
- (h) Performance Bond/Warranty Certificate

16. Warranty

~~16.1.~~ The supplier warrants that the goods supplied under the contract is new, unused and incorporate all recent improvements in design and materials unless prescribed otherwise by SPMCIL in the contract. The supplier further warrants that the goods supplied under the contract shall have no defect arising from design, materials (except when the design adopted and / or the material used are as per SPMCIL's specifications) or workmanship or from any act or omission of the supplier, that may develop under normal use of the supplied goods under the conditions prevailing in India.

~~16.2.~~ This warranty shall remain valid for twelve months after the goods or any portion thereof as the case may be, have been delivered to the final destination and installed and commissioned at the final destination and accepted by SPMCIL in terms of the contract or for fifteen months from the date of despatch from the supplier's premises for domestic goods (including goods already imported by the supplier under its own arrangement) or for eighteen months after the date of

~~shipment from the port of loading in the source country for imported goods offered from abroad, whichever is earlier, unless specified otherwise in the SCC.~~

- 16.3.** In case of any claim arising out of this warranty, SPMCIL shall promptly notify the same in writing to the supplier.
- 16.4.** Upon receipt of such notice, the supplier shall, with all reasonable speed (or within the period, if specified in the SCC), repair or replace the defective goods or parts thereof, free of cost, at the ultimate destination. The supplier shall take over the replaced parts/ goods after providing their replacements and no claim, whatsoever shall lie on SPMCIL for such replaced parts/ goods thereafter.
- 16.5.** In the event of any rectification of a defect or replacement of any defective goods during the warranty period, the warranty for the rectified/ replaced goods shall be extended to a further period of twelve months from the date such rectified / replaced goods starts functioning to the satisfaction of SPMCIL.
- 16.6.** If the supplier, having been notified, fails to rectify/ replace the defect(s) within a reasonable period (or within the period, if specified in the SCC), SPMCIL may proceed to take such remedial action(s) as deemed fit by SPMCIL, at the risk and expense of the supplier and without prejudice to other contractual rights and remedies, which SPMCIL may have against the supplier.

17. Assignment

- 17.1.** The Supplier shall not assign, either in whole or in part, its contractual duties, responsibilities and obligations to perform the contract, except with SPMCIL's prior written permission.

18. Sub Contracts

- 18.1.** The Supplier shall notify SPMCIL in writing of all sub contracts awarded under the contract if not already specified in its tender. Such notification, in its original tender or later, shall not relieve the Supplier from any of its liability or obligation under the terms and conditions of the contract.
- 18.2.** Sub contract shall be only for bought out items and sub-assemblies.
- 18.3.** Sub contracts shall also comply with the provisions of GCC Clause 5 ("Country of Origin").

19. Modification of contract

- 19.1.** Once a contract has been concluded, the terms and conditions thereof will generally not be varied. However if necessary, SPMCIL may, by a written order given to the supplier at any time during the currency of the contract, amend the contract by making alterations and modifications within the general scope of contract in any one or more of the following:

- (a) Specifications, drawings, designs etc. where goods to be supplied under the contract are to be specially manufactured for SPMCIL,
- (b) mode of packing,
- (c) incidental services to be provided by the supplier
- (d) mode of despatch,
- (e) place of delivery, and

- (f) any other area(s) of the contract, as felt necessary by SPMCIL depending on the merits of the case.
- 19.2.** In the event of any such modification/ alteration causing increase or decrease in the cost of goods and services to be supplied and provided, or in the time required by the supplier to perform any obligation under the contract, an equitable adjustment shall be made in the contract price and/ or contract delivery schedule, as the case may be, and the contract amended accordingly. If the supplier doesn't agree to the adjustment made by SPMCIL, the supplier shall convey its views to SPMCIL within twenty one days from the date of the supplier's receipt of SPMCIL's amendment / modification of the contract.
- 19.3. Option Clause:** By a suitable provision in the SCC, the Purchaser may reserve the right to increase the ordered quantity by 25% at any time, till final delivery date of the contract, by giving reasonable notice even though the quantity ordered initially has been supplied in full before the last date of Delivery Period.
- 20. Prices**
- 20.1.** Prices to be charged by the supplier for supply of goods and provision of services in terms of the contract shall not vary from the corresponding prices quoted by the supplier in its tender or during negotiations, if any, and incorporated in the contract except for any price adjustment authorized in the SCC.
- 21. Taxes and Duties**
- 21.1.** Supplier shall be entirely responsible for all taxes, duties, fees, levies etc. incurred until delivery of the contracted goods to SPMCIL.
- 21.2.** Further instruction, if any, shall be as provided in the SCC.
- 22. Terms and Mode of Payment:** Unless specified otherwise in SCC, the terms of payments would be as follows:
- 22.1.** Unless otherwise specified in SCC, usual payment term is 100% on receipt and acceptance of goods by the Purchaser and on production of all required documents by the supplier.
- 22.2. For Domestic Goods:** Unless otherwise specified in the SCC, payments to suppliers are usually made by account payee cheque or through ECS only.
- 22.2.1.** Where the terms of delivery is FOR dispatching Station, the payment terms, depending on the value and nature of the goods, mode of transportation etc. maybe – 60% to 90% (as specified in SIT) on proof of despatch and other related documents and balance on receipt at site and acceptance by the consignee.
- 22.2.2.** Where the terms of delivery is CIF destination/delivery at site/FOR destination, usual payment term is 100% on receipt and acceptance of goods by the consignee and on production of all required documents by the supplier.

22.2.3. Where goods to be supplied also need installation and commissioning by the supplier, the payment terms are generally as under:

(a) For a contract with terms of delivery as FOR dispatching station

- i. 60% on proof of despatch along with other specified documents
- ii. 30% on receipt of the goods at site by the consignee and balance
- iii. 10% on successful installation and commissioning and acceptance by the user department.

(b) For a contract with terms of delivery as CIF destination/ Delivery at site/FOR destination

- i. 90% on receipt and acceptance of goods by the consignee at destination and on production of all required documents by the supplier
- ii. 10% on successful installation and commissioning and acceptance by the consignee.

22.3. For Imported Good: Unless otherwise specified in SCC, payments are made through an irrevocable Letter of Credit (LC).

(a) Cases where Installation, Erection and Commissioning (if applicable) are not the responsibility of the Supplier – 100 % net FOB/FAS price is to be paid against invoice, shipping documents, inspection certificate (where applicable), manufacturers' test certificate, etc.

(b) Cases where Installation, Erection and Commissioning are the responsibility of the Supplier – 80% - 90% net FOB/FAS price (as specified in the SCC) will be paid against invoice, inspection certificate (where applicable), shipping documents etc. and balance within 21 - 30 days of successful installation and commissioning at the consignee's premises and acceptance by the consignee.

(c) Payment of Agency Commission against FOB/FAS Contract – Entire 100% agency commission is generally paid in Indian Rupees; after all other payments have been made to the supplier in terms of the contract.

22.4. Unless specified otherwise in the SCC, the following general conditions will apply for payment to the supplier.

22.5. The payment shall be made in the currency / currencies authorized in the contract.

22.6. The supplier shall send its claim for payment in writing as per Section XIX – “ Proforma for Bill for Payments”, when contractually due, along with relevant documents etc., duly signed with date, as specified in SCC and in a manner as also specified therein.

- 22.7.** While claiming payment, the supplier is also to certify in the bill 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.
- 22.8.** The important documents which the supplier is to furnish while claiming payment are:
- a) Original Invoice
 - b) Packing List
 - c) Certificate of country of origin of the goods from seller's Chamber of Commerce.
 - d) Certificate of pre-despatch inspection by SPMCIL's representative/ nominee
 - e) Manufacturer's test certificate
 - f) Performance/ Warrantee Bond
 - g) Certificate of Insurance
 - h) Clean on Bill of lading/ Airway bill/ Rail receipt or any other despatch document, issued by a government agency (like postal department) or an agency duly authorized by the concerned ministry/ department
 - i) Consignee's Certificate confirming receipt and acceptance of goods
 - j) Dangerous Cargo Certificate, if any, in case of Imported Goods.
 - k) Any other document specified.
- 22.9.** While claiming reimbursement of duties, taxes etc. (like sales tax, excise duty, custom duty) from SPMCIL, as and if permitted under the contract, the supplier shall also certify that, in case it gets any refund out of such taxes and duties from the concerned authorities at a later date, it (the supplier) shall refund to SPMCIL, SPMCIL's share out of such refund received by the supplier. The supplier shall also refund the applicable amount to SPMCIL immediately on receiving the same from the concerned authorities.
- 22.10.** In case where the supplier is not in a position to submit its bill for the balance payment for want of receipted copies of Inspection Note from the consignee and the consignee has not complained about the non-receipt, shortage, or defects in the supplies made, balance amount will be paid by the paying authority without consignee's receipt certificate after three months from the date of the preceding part payment for the goods in question, subject to the following conditions:
- a) The supplier will make good any defect or deficiency that the consignee (s) may report within six months from the date of despatch of goods.
 - b) Delay in supplies, if any, has been regularized.
 - c) The contract price where it is subject to variation has been finalized.
 - d) The supplier furnishes the following undertakings:

"I/ We, _____ certify that I/ We have not received back the Inspection Note duly receipted by the consignee or any communication from SPMCIL or the consignee about non-receipt, shortage or defects in the goods supplied. I/ We _____ agree to make good any defect or deficiency that the consignee may report within three months from the date of receipt of this balance payment or six months from the date of despatch whichever is later.

23. Delay in the supplier's performance

- 23.1.** The time for and the date specified in the contract or as extended for the delivery of the stores shall be deemed to be the essence of the contract and the supplier shall deliver the goods and perform the services under the contract within the time schedule specified by SPMCIL in the List of Requirements and as incorporated in the contract.
- 23.2.** Subject to the provision under GCC clause 28, any unexcused delay by the supplier in maintaining its contractual obligations towards delivery of goods and performance of services shall render the supplier liable to any or all of the following sanctions besides any administrative action:
- a) imposition of liquidated damages,
 - b) forfeiture of its performance security and
 - c) termination of the contract for default.
- 23.3.** If at any time during the currency of the contract, the supplier encounters conditions hindering timely delivery of the goods and performance of services, the supplier shall promptly inform SPMCIL in writing about the same and its likely duration and make a request to SPMCIL for extension of the delivery schedule accordingly. On receiving the supplier's communication, SPMCIL shall examine the situation as soon as possible and, at its discretion, may agree to extend the delivery schedule, with or without liquidated damages for completion of supplier's contractual obligations by issuing an amendment to the contract.
- 23.4.** When the period of delivery is extended due to unexcused delay by the supplier, the amendment letter extending the delivery period shall, inter alia contain the following conditions:
- a) SPMCIL shall recover from the supplier, under the provisions of the clause 24 of the General Conditions of Contract, liquidated damages on the goods and services, which the Supplier has failed to deliver within the delivery period stipulated in the contract.
 - b) That no increase in price on account of any ground, whatsoever, including any stipulation in the contract for increase in price on any other ground and, also including statutory increase in or fresh imposition of customs duty, excise duty, sales tax or on account of any other tax or duty which may be levied in respect of the goods and services specified

in the contract, which takes place after the date of delivery stipulated in the contract shall be admissible on such of the said goods and services as are delivered and performed after the date of the delivery stipulated in the contract.

- c) But nevertheless, SPMCIL shall be entitled to the benefit of any decrease in price on account of reduction in or remission of customs duty, excise duty, sales tax or any other duty or tax or levy or on account of any other grounds, which takes place after the expiry of the date of delivery stipulated in the contract.

23.5. The supplier shall not despatch the goods after expiry of the delivery period. The supplier is required to apply to SPMCIL for extension of delivery period and obtain the same before despatch. In case the supplier despatches the goods without obtaining an extension, it would be doing so at its own risk and no claim for payment for such supply and / or any other expense related to such supply shall lie against SPMCIL.

24. Liquidated damages

24.1. Subject to GCC clause 28, if the supplier fails to deliver any or all of the goods or fails to perform the services within the time frame(s) incorporated in the contract, SPMCIL shall, without prejudice to other rights and remedies available to SPMCIL under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the ½% percent (or any other percentage if prescribed in the SCC) of the delivered price of the delayed goods and/ or services for each week of delay or part thereof until actual delivery or performance, subject to a maximum deduction of the 10% (or any other percentage if prescribed in the SCC) 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 above shall also apply.

25. Custody and Return of SPMCIL Materials/ Equipment/ Documents loaned to Contractor

25.1. Whenever stores are required to be issued to the firm/contractor for fabrication or prototypes or sub-assemblies are issued for guidance in fabrication, these would be issued against appropriate Bank Guarantee as specified in SCC. In addition to the Bank Guarantee, appropriate insurance may be asked if specified in the SCC.

25.2. All drawings and samples issued to the contractor in connection with the contract must be returned by him. Final payment will be withheld if this is not done, besides any other sanction deemed fit by SPMCIL.

26. Termination for default

26.1. SPMCIL, without prejudice to any other contractual rights and remedies available to it (SPMCIL), may, by written notice of default sent to the supplier, terminate the contract in whole or in part, if the supplier fails to deliver any or all of the goods or fails to perform any other contractual

obligation(s) within the time period specified in the contract, or within any extension thereof granted by SPMCIL pursuant to GCC sub-clauses 23.3 and 23.4.

26.2. In the event of SPMCIL terminates the contract in whole or in part, pursuant to GCC sub-clause 26.1 above, SPMCIL may procure goods and/ or services similar to those cancelled, with such terms and conditions and in such manner as it deems fit at the "Risk and Cost" of the supplier and the supplier shall be liable to SPMCIL for the extra expenditure, if any, incurred by SPMCIL for arranging such procurement.

26.3. Unless otherwise instructed by SPMCIL, the supplier shall continue to perform the contract to the extent not terminated.

27. Termination for insolvency

27.1. If the supplier becomes bankrupt or otherwise insolvent, SPMCIL reserves the right to terminate the contract at any time, by serving written notice to the supplier without any compensation, whatsoever, to the supplier, subject to further condition that such termination will not prejudice or affect the rights and remedies which have accrued and / or will accrue thereafter to SPMCIL.

28. Force Majeure

28.1. In the event of any unforeseen event directly interfering with the supply of stores arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the Contractor shall, within a week from the commencement thereof, notify the same in writing to the Purchaser with reasonable evidence thereof. Unless otherwise directed by SPMCIL in writing, the supplier shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the force majeure condition(s) mentioned above be in force for a period of 90 days or more at any time, either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other, save and except those which had occurred under any other clause of this contract prior to such termination.

28.2. Notwithstanding the provisions contained in GCC clauses 23, 24 and 26, the supplier shall not be liable for imposition of any such sanction so long the delay and/ or failure of the supplier in fulfilling its obligations under the contract is the result of an event of Force Majeure.

28.3. In case due to a Force Majeure event SPMCIL is unable to fulfill its contractual commitment and responsibility, SPMCIL will notify the supplier accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

29. Termination for convenience

29.1. SPMCIL reserves the right to terminate the contract, in whole or in part for its (SPMCIL's) convenience, by serving written notice on the supplier at any time during the currency of the

contract. The notice shall specify that the termination is for the convenience of SPMCIL. The notice shall also indicate inter-alia, the extent to which the supplier's performance under the contract is terminated, and the date with effect from which such termination will become effective.

29.2. The goods and services which are complete and ready in terms of the contract for delivery and performance within thirty days after the supplier's receipt of the notice of termination shall be accepted by SPMCIL following the contract terms, conditions and prices. For the remaining goods and services, SPMCIL may decide:

- a) to get any portion of the balance completed and delivered at the contract terms, conditions and prices; and / or
- b) to cancel the remaining portion of the goods and services and compensate the supplier by paying an agreed amount for the cost incurred by the supplier towards the remaining portion of the goods and services.

30. Governing language

30.1. The contract shall be written in Hindi or English language following the provision as contained in GIT clause 2. All correspondence and other documents pertaining to the contract, which the parties exchange, shall also be written accordingly in that language.

31. Notices

31.1. Notice, if any, relating to the contract given by one party to the other, shall be sent in writing or by cable or telex or facsimile and confirmed in writing. The procedure will also provide the sender of the notice, the proof of receipt of the notice by the receiver. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract.

31.2. The effective date of a notice shall be either the date when delivered to the recipient or the effective date specifically mentioned in the notice, whichever is later.

32. Code of Ethics

SPMCIL as well as Bidders, Suppliers, Contractors, and Consultants under SPMCIL contracts shall observe the highest standard of ethics during the procurement or execution of such contracts. In pursuit of this policy, for the purposes of this provision, the terms set forth below are defined as follows:

- (a) "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;
- (b) "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;

- (c) "Collusive practice" means a scheme or arrangement between two or more Bidders, with or without the knowledge of the Purchaser, designed to establish bid prices at artificial, non competitive levels; and
- (d) "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.
- (e) A particular violation of ethics may span more than one of above mentioned unethical practices.

32.1. The following policies will be adopted in order to maintain the standards of ethics during procurement:

- (a) A proposal for award will be rejected if it is determined that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.
- (b) A contract will be cancelled if it is determined at any time that SPMCIL representatives/ officials have directly or indirectly, engaged in corrupt, fraudulent, collusive or coercive practices during the procurement or the execution of that contract.
- (c) In case any individual staff is found responsible, suitable disciplinary proceedings should be initiated against such staff under the applicable government conduct rules. The existing provisions under the Indian law including the instructions of Central Vigilance Commission should be followed in this regard.
- (d) Firms or individuals shall be banned/ blacklisted after following due process, including declaring them ineligible, either indefinitely or for a stated period of time, to be awarded a SPMCIL contract, if it at any time determines that they have, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a SPMCIL contract.

33. Resolution of disputes

33.1. If dispute or difference of any kind shall arise between SPMCIL and the supplier in connection with or relating to 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 twenty one 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 as per The Arbitration and conciliation Act 1996 as per following clause.

33.2. Arbitration Clause:- If both parties fail to reach such amicable settlement, then either party (the Purchaser or Seller) may within 21 days of such failure give a written notice to the other party requiring that all matters in dispute or difference be arbitrated upon. Such written notice shall

specify the matters which are in difference or of difference of which such written notice has been given and no other matter shall be referred to the arbitration in accordance with the conciliation and arbitration rules of International Chamber of Commerce (ICC)/United National Commission on International Trade Law (UNCITRL) by three arbitrators appointed in accordance with the procedure set out in clause below. The arbitration proceeding shall be held in New Delhi and shall be conducted in English language. All documentation to be reviewed by the arbitrators and/ or submitted by the parties shall be written or translated into English. Venue of arbitration shall be New Delhi. The arbitrator or arbitrators appointed under this article shall have the power to extend time to make the award with the consent of the parties. Pending reference to arbitration, the parties shall make all endeavours to complete the contract/work in all respects and all disputes, if any, will finally be settled in the arbitration.

34. Applicable Law

- 34.1.** The contract shall be interpreted in accordance with the laws of India.
- 34.2.** Irrespective of the place of delivery, or the place of performance or the place of Payments under the contract, the contract shall be deemed to have been made at the place from which the notification of acceptance of the tender has been issued.
- 34.3.** The courts of the place from where the notification of acceptance has been issued – shall alone have jurisdiction to decide any dispute arising out or in respect of the contract.

35. Secrecy

- 35.1.** The Contractor shall take all reasonable steps necessary to ensure that all persons employed in any work in connection with the contract, have full knowledge of the Official Secrets Act and any regulations framed thereunder.
- 35.2.** Any information obtained in the course of the execution of the contract by the Contractor,; his servants or agents or any person so employed, as to any matter whatsoever, which would or might be directly or indirectly, of use to any enemy of India, must be treated secret and shall not at any time be communicated to any person.
- 35.3.** Any breach of the aforesaid conditions shall entitle the Purchaser to cancel the contract and to purchase or authorise the purchase of the stores at the risk and cost of the Contractor, In the event of such cancellation, the stores or parts manufactured in the execution of the contract shall be taken by the Purchaser at such price as he considers fair and reasonable and the decision of the Purchaser as to such price shall be final and binding on the Contractor.

~~Part II: Additional General Conditions of Contract for specific Types of Tenders in addition/ modification to clauses mentioned above:~~

~~36. Disposal/ Sale of Scrap by Tender~~

~~36.1 During the currency of contract, no variation in price or rate shall be admissible.~~

~~36.2 Payment and Default~~

~~36.2.1 Payment may be made in the form of cash or Demand Draft /Pay order issued by any scheduled commercial bank and drawn in favor of the Account mentioned in the NIT.~~

~~36.2.2 No interest will be paid to the purchaser for the amounts paid or deposited with the SPMCIL and subsequently found refundable to the purchaser under any of the conditions of the contract.~~

~~36.2.3 If the purchaser fails to deposit sale value for a sold lot within the allowed period as per relevant clause SPMCIL may forfeit the security deposit. Requests for an extension of this period, made by the purchaser may be considered by the SPMCIL and may at its discretion, on the merits of the case, allow further time not excluding 50 days from the date of the contract. Interest shall be leviable on such amount at a rate 2% per annum higher than the PLR of State Bank of India, from the date of expiry of the payment date to actual date of payment (actual date of payment inclusive).~~

~~36.2.4 The lot or lots in respect of which forfeiture has been made, shall be deemed to have been abandoned by the purchaser to all intents and purposes and may be re-sold or otherwise disposed of at the discretion of the SPMCIL without reference to the purchaser concerned and without incurring any liability on part of SPMCIL whatsoever in respect there under.~~

~~36.2.5 In case extension is granted by SPMCIL and due to late payment of sale amount the delivery cannot be completed by the purchaser, in accordance with the relevant clause of Special Conditions of Tender sale, then ground rent shall also be leviable as per relevant clause of Special Conditions of Tender sale.~~

~~36.2.6 On production of proof of having made payment, nominated authority shall issue a delivery order authorizing the purchaser to take delivery of the Scrap Materials.~~

~~36.3 Deliveries, Delays and Breach of Contract~~

~~36.3.1 The Title of goods or material sold shall not be deemed to have been passed to the Purchaser/ Bidder until and unless the full and final payment has been made by the purchaser, in accordance with the contract to the SPMCIL and the authorized Officer has issued the Delivery Order in favor of the purchaser. The materials sold may be removed from the premises only on production of the cash receipt for the payment and a delivery order from the Officer authorized by the SPMCIL.~~

- ~~36.3.2 Unless specified otherwise in SIT, delivery period for lifting of material shall be within 60 days from the date of finalization of contract agreement.~~
- ~~36.3.3 The work of delivery will be supervised by Stock Holder or his authorized representative, representative of accounts Department and Security Staff duly authorized by SPMCIL for the propose of delivery. Delivery will be allowed during working hours.~~
- ~~36.3.4 No delivery of or materials sold shall be given on Sundays, Gazetted holidays and other shall holidays observed by SPMCIL. The delivery of the goods or material shall be effected from the premises concerned only during its normal working hours. In order to complete the delivery within the working hours all loading must cease half an hour before the normal closing time of the concerned premises. The decision of the SPMCIL with regard to the working hour shall be final and binding on the purchaser. Purchaser will not be allowed to lift the Scrap Material from more than one location at a time.~~
- ~~36.3.5 The purchased stores will be carried away by the purchaser at his risk and no claims against the SPMCIL will be entertained for shortage in weight which may be discovered after the materials have left the premises wherefrom delivery is taken. If required the purchaser shall provide his own bags, cases or other receptacles for the removal of the scrap.~~
- ~~36.3.6 The SPMCIL shall not be responsible for any accident that may occur to purchaser's labors/servants for any reasons whatsoever. The purchaser will himself have to ensure the safety of his workers and shall be liable to pay claims, whatsoever if any. SPMCIL will not carry any responsibility of such payments. The purchaser will be responsible to supply personal protection equipments to his labour/servant and staff and no additional charges are admissible for the same.~~
- ~~36.3.7 The materials sold, shall be removed by the purchaser within the period specified in relevant clause of Special Condition of Sale.~~
- ~~36.3.8 If due to any default on the part of the SPMCIL, the purchaser is unable to remove the materials sold within the specified period, the SPMCIL may extend the period therefore and in such an event purchaser will be entitled to take delivery of the goods or the materials sold within such extended Delivery period.~~
- ~~36.3.9 If contractor fails to lift sold scrap within the specified period, penalty shall be levied at the rate of 0.5% per day of the value of un-removed Scrap. Moreover the material shall remain at the purchaser's risk until removal thereof. Further SPMCIL will be entitled to charge the ground rent as stated in relevant Para of SCC, for the area in which the materials sold are kept or stored— which would be recovered by the SPMCIL from the Purchaser before removal of the material and in the event of default in payment thereof, the SPMCIL at may its discretion shall be entitled to order the re-sale of such materials and forfeit the Security deposit or sale amount or both, paid by the purchaser.~~
- ~~36.3.10 If the purchaser makes slow progress with his contract and the SPMCIL is of opinion that he may fail to fulfill the contract within the time specified in the conditions of sale, it will be lawful for the~~

~~SPMCIL to cancel the whole contract or such portion thereof as may not have been completed and the SPMCIL shall be at liberty to dispose off the goods in any manner at the risk and expense of the purchaser.~~

~~**36.3.11** The purchaser will have to comply with the provisions of the Contract Labour (Regulations and Abolition Act 1970 and Central Rules 1971 and obtain license from the Assistant Labour Commissioner or the competent authorities empowered to issue such license. Any failure on the part of the purchaser in this regard will be at his risk and consequences. He shall comply with Workman's Compensation Act 1923, Payment of Wages Act 1936, and Minimum Wages Act 1948 and all the other related statutory and legal provisions and obligations. The purchaser shall also indemnify the SPMCIL against any claim / liabilities that may occur to the contractor's labors and servants due to any reasons whatsoever.~~

~~**36.3.12** If the purchaser makes default in complying with any of the condition of the contract, the sale of lot or lots in respect of which such default is made may be cancelled and such lot or lots may be put up again for sale and in such an event if a lower price is offered and accepted for such lot or lots then the purchaser shall be liable to pay the difference in price thereof together with all expenses occasioned by such resale in default to the SPMCIL provided further that the purchaser in default shall not be entitled to claim any profit which may arise from such resale.~~

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.

S. No	GCC Clause No.	Topic	SCC Provision
1	5	Country of Origin	All goods and services to be supplied and provided for the contract shall have the origin in India only.
2	8	Packing Marking	NOT APPLICABLE
3	10	Terms of Delivery	The Job Work to be done as per Section VI: List of Requirement, immediately after Agreement/Contract and will be valid initially for 5(Five) year which can be extended for one more year on satisfactory completion of the contract on same terms and conditions.
4	9.4	Pre-dispatch Inspection	NOT APPLICABLE
5	19.3	Option Clause	NOT APPLICABLE
6	21.2	Taxes and Duties	If the tenderer fails to include taxes & duties in the tender, no claim thereof will be considered by the purchaser afterwards.
7	22.3, 22.4, 22.6	Terms and mode of payment	<ul style="list-style-type: none"> i. The payment shall be on quarterly basis. The contractor shall submit his bill in triplicate duly pre-receipted and affixed with appropriated revenue stamp, to the concerned officer SPMCIL. ii. No extra pay and allowance and other facilities etc. will be provided by SPMCIL to the contractor/manpower supplier firm in any circumstances. iii. SPMCIL may authorize units to make payment towards manpower deployed and maintenance support provided at respective units. iv. All manpower deployed on this project by the bidder should be on bidder's role and when demanded bidder will furnish the details of the wages being paid to the deployed manpower at SPMCIL project.

Section VI: List of Requirements

ACRONYMS	
AMC	Annual Maintenance Contract
AC	Air Conditioner
BMS	Building Management System
BOM	Bill of Material
DAS	Direct Attached Storage
DC	Data Center
DIT	Department of Information Technology
DMS	Document Management System
DMZ	Demilitarized Zone
DRC	Disaster Recovery Centre
EPABX	Electronic Private Automated Branch Exchange
ISDN	Integrated Services Digital Network
IPS	Intrusion Prevention Systems
LAN	Local Area Network
MISTP	Multi-Instance Spanning Tree Protocol
MPLS	Multi-Protocol Label Switching
NLD	National Long Distance
NMS	Network Management System
PAC	Precision Air Conditioner
RAID	Redundant Array of Independent Disks
RFID	Radio Frequency Identification
RPO	Recovery Point Objective
RSTP	Rapid Spanning Tree Protocol
RTO	Recovery Time Objective
RPS	Redundant Power Supply
SATA	Serial Advance Technology Attachment
SLA	Service Level Agreement
SNMP	Simple Network Management Protocol
SPMCIL	Security Printing and Minting Corporation of India Limited
STP	Spanning Tree Protocol
TAS	Time Attendance System
UPS	Uninterrupted Power Supply
VLAN	Virtual Local Area Network
WAN	Wide Area Network

1. Requirement Description

SPMCIL has implemented a corporate wide SAP ERP system in order to integrate all its business processes and sub-processes into a single unified system to efficiently achieve the business goals. The implemented SAP ERP system manages the business plans and policies of SPMCIL in an efficient manner under strict deadlines. The system is designed for high performance and reliability in order to negate any production loss due to inefficiency of the system. SPMCIL has state of the art IT infrastructure in place with Tire-III Data Center (DC) & Disaster Recovery Center (DRC). The implemented IT infrastructure performs high on reliability, availability, resilience, flexibility and scalability.

SPMCIL, through this RFP, aims to give AMC of IT infrastructure that would enable SPMCIL to completely realize the benefits of implemented SAP ERP system. In order to maintain the infrastructure performance on above parameters the bidder has to maintain below mentioned items/equipment, activities etc. (but not limited to)

1. Servers
2. Storage
3. Backup Library
4. MS-Exchange
5. Network(LAN)
6. Network link/Bandwidth
7. Network Devices (like Routers, Switches, Media Converter, IPS, RPS, Firewall, Load Balancers etc.)
8. Desktops
9. Printers
10. UPS
11. Diesel Generator (DG)
12. PAC and AC
13. Incomer LT Panel (Main L.T CUM AMF panel), Bypass X'mer cubical isolation transformer, Servo voltage stabilizer, UPS output panel, change over box
14. Access Control
15. Air Purifier
16. CA-Helpdesk Tool, CA-Spectrum Tool, CA-eHealth
17. HP-TRIM (File Tracking System)
18. Attendance Management System(AMS) and Visitor Management System (VMS)
19. Building Management System (BMS)
20. Fire Alarm System, Fire Extinguisher, Water Leakage Detection System
21. Rodent Repellant System
22. Manpower deployment at Data center (DC), Disaster Recovery (DR) site and Units.

2. SPMCIL Business Locations

The SPMCIL's production units have been classified in to various broad areas like Coin Minting, Currency Note Printing, Security Printing Presses and Security Paper Mill. The location of units is given in below table:

S. No.	Units	Location
1	India Govt. Mint	Mumbai, Maharashtra
2	India Govt. Mint	Hyderabad (Cheralapally), Telangana
3	India Govt. Mint	Kolkata, West Bengal
4	India Govt. Mint	NOIDA, Uttar Pradesh
5	Currency Note Press	Nasik, Maharashtra
6	Bank Note press	Dewas, Madhya Pradesh
7	India Security press	Nasik Road, Maharashtra
8	Security printing press	Hyderabad (Saifabad), Telangana
9	Security Paper Mill	Hoshangabad, Madhya Pradesh
10	SPMCIL Corporate Office	New Delhi

3. SPMCIL Existing IT Infrastructure

The unit wise IT and related non-IT infrastructure details are given in below mentioned Annexures

S.no.	Location	Annexure
1.	Data center, India Government Mint, Noida	Annexure-I
2.	Disaster recovery, India government mint , Hyderabad	Annexure -II
3.	SPMCIL Corporate Office, New Delhi	Annexure-III
4.	India Govt. Mint, Mumbai,	Annexure-IV
5.	India Govt. Mint, Hyderabad	Annexure-V
6.	India Govt. Mint, Kolkata	Annexure-VI
7.	India Govt. Mint, Noida	Annexure-VII
8.	Currency Note Press, Nasik Road	Annexure-VIII
9.	Bank Note press, Dewas	Annexure-IX
10.	India Security press, Nasik Road	Annexure-X
11.	Security printing press, Hyderabad (Saifabad)	Annexure-XI
12.	Security Paper Mill, Hoshangabad	Annexure-XII

Note: Please note that all our equipments are almost 6 years old. During the AMC period of five years number of desktops and printers can be increased or decreased, as unit may procure new desktop or remove old inventory. Bidders are advised to use unit rate of AMC of computers and printers in price schedules so that it will help in future. Bidder has to manage and maintain all the equipments/activities mentioned in the above annexures & list of requirement for a period of five year

4. Maintenance Support Services

With the above background, SPMCIL is looking forward to engage a firm having following:

- i. The firm should be (Capability Maturity Model Integration) CMMI level-3 or higher certified.
- ii. The firm should be authorized by the Original Equipment Manufacturer (OEM) for servers, network equipments etc. for this project (Manufacturer Authorization form (MAF)) to be submitted for all OEMs which back to back OEM support required, MAF not submitted from any of the OEMs will be considered non responsive.

- iii. Firm should have minimum 100 technically qualified manpower on the company's pay roll with a minimum 27 ITILs (Information Technology Infrastructure Library) and Minimum 27 CCNAs (Cisco Certified Network Associate)
- iv. The firm should have offices or service centers in the following states,
 - Delhi/NCR
 - Madhya Pradesh
 - Maharashtra
 - West Bengal
 - Telangana/Andhra Pradesh

to give comprehensive maintenance support for all the existing IT and related non-IT infrastructure (Details given in the above mentioned annexures) for a period of five years from the date of LOI/LOA. The subsequent paras briefly describe the expected services that the selected bidder will have to perform during the contract period. The bidder is to provide **24x7** Comprehensive Maintenance Support and Facility Management Services for all the existing IT and related non-IT infrastructure at DC, DRC, Units & Corporate Office for five years. The Support will be provided during shift operations on all working days in a suitable resource combination. The scope of this service for overall Physical and IT Infrastructure management should be as per ITIL framework; this includes **24x7** Monitoring, Maintenance and Management of the entire Data Center and Disaster Recovery Center. The **24x7** monitoring of infrastructure should be through the installed and configured CA-Spectra tool.

The activities to be covered under this service includes, but not limited to, the following:

- Break-fix
- Performance Management
- Configuration Management
- Network Management
- Security Management
- Component Service and Replacement
- Updating Patches
- Upgrades
- Bug Fixing
- Hardware Maintenance
- OS Maintenance and updates
- Alerts (remote and local) Management
- SLA Adherence
- Maintain Helpdesk with **CA-helpdesk tool**.
- Report generation for SLA monitoring
- Provision of service engineers

4.1 Network architecture& its support

SPMCIL has a centralized best-in-class network architecture based out of its Data Center (at IGM, Noida) and Disaster Recovery Center (at IGM, Hyderabad). The units of SPMCIL across the locations are connected to the centralized network through WAN connectivity, so that the users from various units of SPMCIL can access the SAP ERP systems without any performance degradation issues. The WAN connectivity is enabled with MPLS links and has full redundancy, provided by two distinct service providers with their *own non-sharing link, i.e. Single POP*.

The Data Center is connected to the MPLS WAN with the provision of Customer Edge and Provider Edge Routers. These Routers are connected to the clustered Front End Firewalls through the

redundant switches. These Front End Firewalls are used for the Perimeter level security. These appliances are connected to the web layer at the other end which contains the Web dispatcher based redundant load balancer to enhance the load control over the ERP systems, Solution Manager Component and the Portal component. All these components at the web layer are configured with **Zones** of the SPMCIL network.

Militarized Zone: The Production environment contain the SAP ERP Application and Database systems, which address the real time responses of the ERP system.

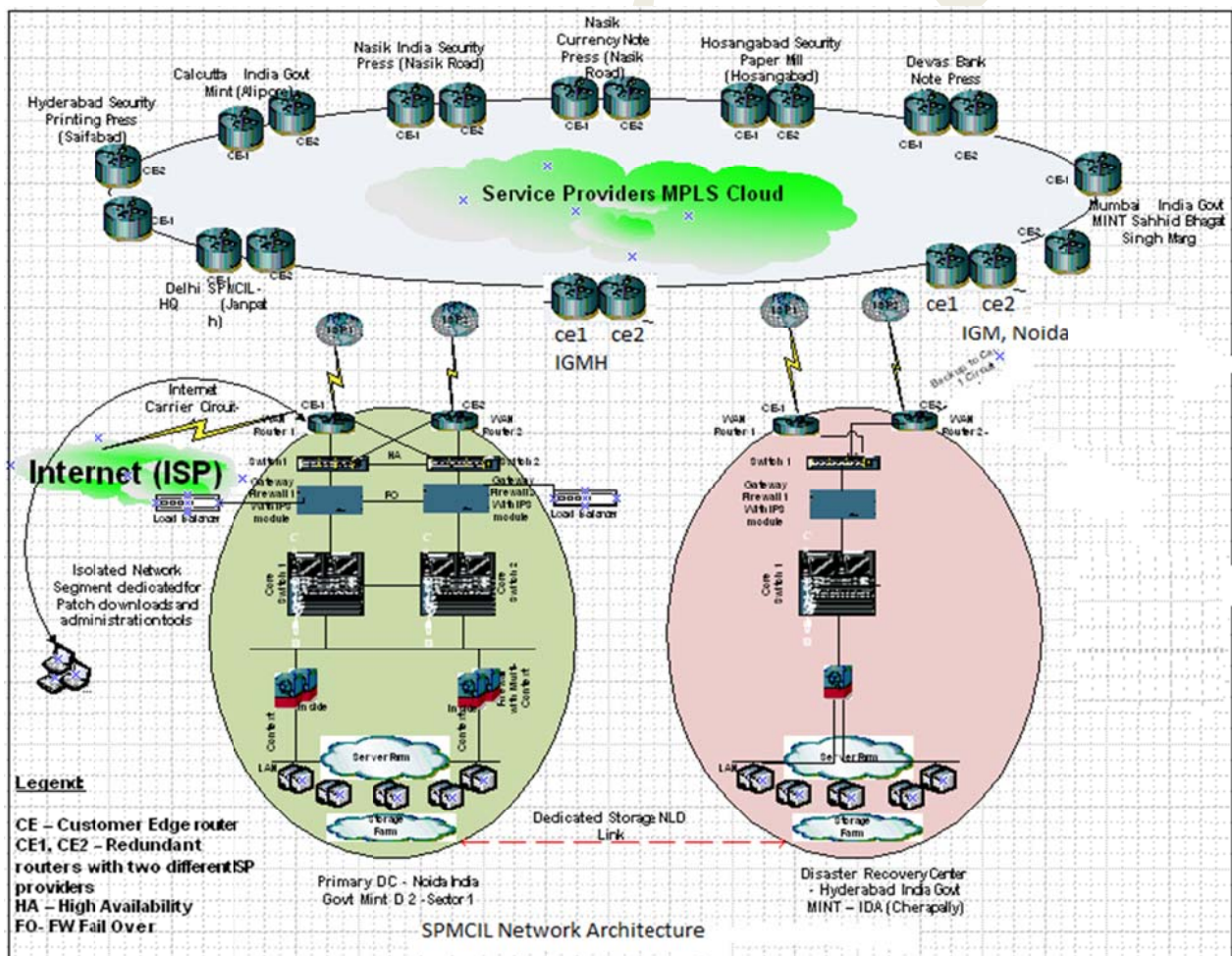
Demilitarized Zone: The rest of the system components which come under Non-Production environment, such as the Development, Quality and Training systems.

The Data Center facilitated with a separate Management VLAN, which comprises of Management Server, Backup Server, Anti-virus server and Network Management System components, connected to the various environments of the Data Center.

The **Disaster Recovery Center** of SPMCIL has the similar WAN connectivity, Front End & Back End Firewalls, and web layer of Data Center setup. The DRC does not have the Non Production environment.

The replication between the Data Center and Disaster Recovery Center is done by *oracle data guard*.

Network Architecture Diagram



The above Network design should be considered by the bidder to maintain the existing Network Architecture.

- The Network Architecture is utilizing the MPLS core network for carrying the data traffic across the SPMCIL units. The bidder should ensure that the MPLS service must be provided by dual, distinct service providers on two different non-sharing networks for redundancy with a Single Hop.
- A key requirement of the network is having sufficient redundancy in the network to eliminate any single point of failure. The network is so designed, to ensure that failure of any single switch, router or WAN link does not affect the ERP Services. The network is run on dynamic routing protocols to ensure that alternate paths are available during such failure. There is no requirement for any manual intervention for re-routing of traffic and there is no disruption in service. Bidder has to ensure to provide the same.
- All the Routers collect the traffic in TCP/IP format and transport them to datacenter.
- The Data center is at the top of the network hierarchy and is the node where the entire traffic from all the units/routers after being transported through the MPLS network, finally terminates. The feature of existing network architecture for DC and DR as follows:
 - The data center contains all the ERP servers and workstations related to Authentication, Application, Database and Network management. The network components include Customer Edge (CE) Routers, Ethernet LAN switches, Load Balancing layers, Firewall appliance & Antivirus server, DNS Appliances inside & outside the DMZ and Network Management System (NMS), etc.
 - The Data Center has two CE Routers for redundancy, which enable the connectivity from the MPLS network to the Data center.
 - The Data Center is also connected via the dual Service Provider based NLD (National Long Distance) connectivity to the Disaster Recovery. This is to ensure the business continuity in the event of WAN link and/or node failure at Data Center.
 - The Data Center has redundant FC-IP Routers connected with SAN Switches for SAN based replication.

4.2 Security & Authentication:

No user will be allowed to connect from outside SPMCIL network. SAP ERP application's directory services shall be used for authenticating the user access into the applications. All the ERP servers are inside the secured **zones** and the security features are applicable based on those respective zones. The external network threads have been filtered via the firewalls in the perimeter level and the application level security has been provided with the access lists defined in it.

The installed firewalls provide support for fail-over (Active/ Passive) and high-availability across virtual firewalls supported by a firewall appliance.

All firewall security/ rule violations (source address / destination address and / protocol violations) gets logged and an auto-notification mechanism such as mail, and SNMP alerts have been implemented in the firewall solution. All firewall inter-connections supports both transparent and routed mode. The firewall management software allows the units to be added and managed from enterprise management software.

The bidder has to monitor all necessary network security components as part of the overall architecture, including but not limited to the following; Firewall, Protection, Enterprise Antivirus Solution, Anti Spyware.

The Firewalls is integrated with the network monitoring solutions for monitoring, management, and logging. The centralized Antivirus server is located at the Data Center and the locally placed servers at units, to push the antivirus security features to the unit systems, shall coordinate with the Antivirus server.

The current firewall is supporting the following and bidder is required to maintain the same:

- Event alerting and reporting mechanisms.
- Configuration for time bound alerts and restrictions.
- Logging.
- Transparent and routed mode.
- Configuration of multiple unique User Identifiers. In the event of firewall malfunction, the firewalls shall operate in a failsafe closed mode i.e. deny all traffic to pass through
- New technologies such as Voice and Video enabled services.
- Configuration of customized services that are not defined in the firewall service database.
- Static and hide NAT services.
- Supporting routing protocols (OSPF, RIP and others).
- Authentication, Authorization and Accountability model (RADIUS).
- Unlimited users and nodes.
- Enable administrators to perform configuration rollback.
- VLAN trunking.

The above mentioned firewall management solution reduces the total cost of ownership by implementing one time policy/ software changes for all virtual firewalls deployed across the Back-end, Front-end, and Public layers of the network) by leveraging on the virtualization technology.

4.3 MPLS:

Multi-Protocol Label Switching (MPLS) has been implemented in SPMCIL environment for directing and transferring the data between Wide Area Network nodes without compromising on the performance irrespective of the content of the data. As the SPMCIL business relies on the critical sensitive data manipulation, the highly scalable data carrying mechanism and the ease of creating virtual connectivity links between the nodes shall become inevitable for the operational enhancements.

4.3 MPLS Bandwidth Requirement:

The bidder should provide the link connectivity of 2 mbps bandwidth at each of the units. Bidder should supply & maintain 20 mbps bandwidth as DC link and 15 Mbps as DR link, from two distinct service providers with their *own non-sharing link, i.e. Single POP*. If required the link connectivity can be increased from 2 mbps to 4 mbps bandwidth.

In case, Indian regulatory norms warrant SPMCIL to sign a bandwidth agreement with the Basic Service Provider/ Network vendor directly, SPMCIL will abide by such regulations. However, managing such contract and the services procured through the contract will solely be the responsibility of the bidder and failure of such bandwidth by service provider in providing expected quality of service will be a binding on the bidder and SLA will be enforced. SPMCIL also mandates the bidder to have back-to-back Service Level Agreements (including performance and availability) with service bandwidth provider in order to up keep the SLAs and submit same to SPMCIL.

4.5 National Long Distance (NLD)

For the SAN based asynchronous data replication between the DC and DR, the redundant NLD service methodology is applicable in the SPMCIL landscape. The bidder should ensure the attainment of the RTO & RPO requirements while deploying the dedicated NLD without having an overlap on the MPLS.

4.6 Internet

The bidder is responsible for providing the high speed broadband internet connection of minimum 4 Mbps (with two static IPs) bandwidth at Data Center for downloading the patches, updates, service packs, etc. required for all the IT components. This will be a completely isolated network.

4.7 Network Management System (NMS):

SPMCIL is using CA-Spectrum for monitoring the network equipment's

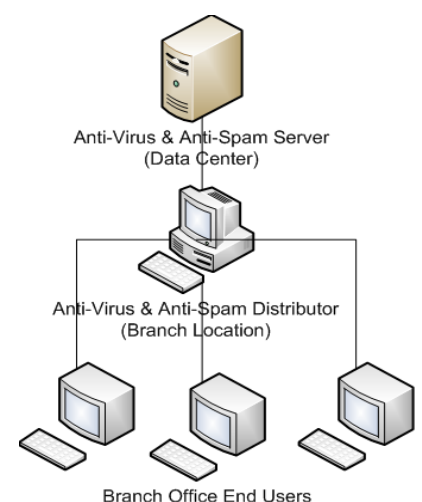
- Bidder should manage, monitor and configure (as and when required) the network components and component log files in a distributed computing environment for predetermined event types. Presently monitoring is done through the use of SNMP polling and traps to proactive identify predefined component conditions. When a condition changes, an alert is created and forwarded to an automated processor or to a technician for further fault isolation and remediation action.
- Bidder should manage the network infrastructure with the provided tool (CA-Spectrum) that simplify the configuration, administration, monitoring, and troubleshooting of LAN which is accessible via a standard browser.
- The Bidder has to support & monitor
 - Secure Shell 2 (SSHv2) protocol and HTTPS protocol. Simple Network Management Protocol (SNMP) version 1, 2c and 3.
 - Integration with third party network management system.
 - Notification via SNMP traps, syslog and e-mail.
 - Real-time fault detection, analysis, and reporting.
 - Should support detailed topology views, virtual LAN configuration, end-station tracking, Layer 2 path analysis.
 - Spanning-tree management and virtualization.
 - Inventory management software and configuration management.
 - GUI tool providing real-time display of devices in a dynamic color-coded graphical display.
 - Device status monitoring, device-specific component diagnostics and application launching.
 - User access authentication via external databases.
 - Detailed level event logging.
 - WAN bandwidth availability at DC, DR and other units.
 - Features and components for SLA monitoring

4.8 Directory Services Support

Bidder has to maintain deployed directory services solution in SPMCIL and its units. The directory services logical structure is in line with the SPMCIL's organizational structure. The directory services solution has redundancy on components and on servers at DC. The directory services are also available from SPMCIL's DR site.

4.9 System Administration & Management

The objective of this service is to support and maintain all the Systems and Servers provided as a part of this tender, and will include:



- 24x7 monitoring and management of the entire Data Center and Disaster Recovery Center
- All sap system/servers are working on HP-UX B.11.31 and all production application in DC are working in Clustered environment using HP service guard, Operating System administration, including but not limited to management of users, processes, preventive maintenance and management of servers including updates, upgrades including firmware upgrades and patches to ensure that the system is properly updated. The bidder should include the cost for 5 years updates, and patches for the existing IT components/equipment's/servers/network device etc.
- Installation and re-installation of the server hardware in the event of system crash/failures.
- Regular analysis of events and logs generated in the entire sub -systems including but not limited to servers, operating systems, security devices etc. to identify vulnerabilities. Action shall be taken in accordance with the results of the log analysis.
- Adoption of policies as defined by SPMCIL in its IT security Policy, from time to time.
- Provide integration and user support on all supported servers and data storage systems.
- Troubleshoot problems with web services, mail services, applications software, desktop/server relationship issues and overall aspects of a server environment.
- Problems shall be logged in, at the Help Desk and resolved as per the SLAs defined in this document.
- Manage and monitor server configuration, performance, and activity of all servers.
- Update all Document related to server configurations.
- Hardening servers, in line with security policies.
- Exchange Admin: Maintenance, Monitoring, Migration, Patching, Backup restore and implementation of SPMCIL exchange polities and any other function required for smooth functioning of exchange server.

4.10 Network Administration & Management

The objective of this service is to ensure continuous operation and upkeep of the LAN & WAN infrastructure at SPMCIL including all active and passive components. The services to be provided for Network Management include:

- Ensuring that the network is available 24X7 as per the prescribed SLAs
- Attending to and resolving network failures and snags
- Support and maintain the overall network infrastructure including but not limited to LAN passive components, routers, switches etc.
- Configuration and backup of network devices including documentation of all configurations.
- 24X7 monitoring of the network to spot the problems immediately.
- Provide information on performance of Ethernet segments, including capacity utilization and error statistics for the segment and the top -contributing hosts, WAN links and routers.

4.11 Storage Administration and Management

The selected bidder shall be responsible for the management of the solution and shall provide the following services:

- Identify key resources in the solution.

- Identify interconnects between key resources in the solution.
- Receive asynchronous notification that the configuration of the Storage solution has changed.
- Identify the health of key resources in the Storage solution.
- Identify the available performance of interconnects in the Storage solution.
- Receive asynchronous notification that the performance of the Storage interconnect solution has changed.
- Identify the zones being enforced in the Storage solution.
- Create/ delete and enable/ disable zones in the Storage solution.
- Identify the storage volumes in the Storage solution.
- Create/ delete/ modify storage volumes in the Storage solution.
- Identify the connectivity and access rights to Storage Volumes in the Storage solution.
- Create/ delete and enable/ disable connectivity and access rights to Storage Volumes in the Storage solution.
- Storage administration

4.12 Security Administration and Management

The objective of this service is to provide a secure environment through implementation of SPMCIL security policy. This service includes:

- Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices/ tools such as firewall, intrusion detection, content filtering and blocking, virus protection and vulnerability protection through implementation of proper patches and rules.
- Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode etc.
- Ensuring that latest patches/ workarounds for identified vulnerabilities are applied immediately
- Respond to security breaches or other security incidents and coordinate with respective OEM in case if a new threat is observed to ensure that workaround /patch is made available for the same.
- Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers from viruses.

4.13 Backup / Restore Services & System Restoration

SPMCIL is using HP data protector tool for backup of its all application and databases. The bidder needs to have OEM back to back support for the same.

- Backup of storage as per the defined policies.
- Monitoring and enhancing the performance of scheduled backups. Schedule regular testing of backups and ensuring adherence to related Backup policy
- Prompt execution of on-demand backups of volumes and files whenever required or in case of upgrades and configuration changes to the system.
- Real-time monitoring, log maintenance and reporting of backup status on a regular basis.
- Media management tasks, including, but not limited to, tagging, cross referencing,

- storing, logging, testing and vaulting in fire proof cabinets (onsite and offsite).
- 24X7 support for file and volume restoration requests at the Data Center/Disaster Recovery.
- Bidder will be responsible for movement of tapes from DC to DRC or vice-versa.
- Bidder need to work in coordination with SAP Team for data backup at data center/DRC. The backup data will be monitored & verified from both SAP ERP and HP-Data protector.

4.14 Physical Infrastructure Administration & Management

All the devices that are installed in the Data Center as part of the physical infrastructure are SNMP (simple network enabled and are being centrally and remotely monitored and managed on a 24x7 basis. SPMCIL has deployed Industry leading infrastructure management solution to facilitate monitoring and management of the Data Center and Disaster Recovery Center Infrastructure on one integrated console. The physical infrastructure management and maintenance services include:

- Proactive and reactive maintenance, repair and replacement of defective components (IT and Non-IT / Hardware and Software). The cost for repair and replacement will be borne by the selected bidder.
- The selected bidder shall have to stock and provide adequate onsite and offsite spare parts and spare components to ensure that the uptime commitment as per SLA is met. To provide this service it is important for the selected bidder to have back to back arrangement with the OEMs. The selected bidder needs to provide a copy of the service level agreement signed with the respective OEMs, but not limited to servers, network device like router, switch, firewall, IPS load balancer, ASA, PAC, air purifier, KVM switches, storage, ups, DG,AMS/VMS, HP-Trim
- The selected bidder shall also maintain records of all maintenance of the system and shall maintain a logbook on-site that may be inspected by SPMCIL at any time.

4.15 DR Testing

In order to ensure that the backed up data are restorable, bidder has to conduct

- Random restore tests every 3 months & report/result to be submitted to SPMCIL.
- The bidder should also conduct half yearly DR drills in order to ensure that the DR process and procedures are successful. It is the responsibility of the bidder to liaise with all stakeholders and coordinate for successful completion of DR drill. Bidder shall submit the test plans and test results to SPMCIL for approval and acceptance.

4.16 Performance tuning and optimization

- Define performance indicators and establish thresholds to monitor server performance against these indicators.
- Provide analysis and report on system performance trends and exceptions.
- Identify corrective action to resolve system performance and capacity problems
- Implement corrective actions approved by the change management process.
- Monitor and document the in-scope servers' current capacity baselines and provide the information to the customer for the customer's use in determining future capacity requirements
- Provide analysis of system capacity trends

- Identify and implement resource utilization alternatives through change management process
- Identify and implement configuration changes through change management process to optimize utilization of assets
- Provide forecasting of resource utilization

4.17 Monitoring facility available at SPMCIL (CA Spectrum)

SPMCIL have CA-Spectrum tool for monitoring servers, network, terminals etc. centrally from data center. Bidder need to maintain the same and may be required to make configuration changes as and when required bidder should provide system generated reports for SLA maintenance.

Few key reports that need to be generated are as following:

- IMAC (Install, Move, Add, Change) Report
- Quarterly availability of all active categories of equipment.
- Exception report indicating calls completed beyond SLA, with calculation of non-performance deduction.
- Report on planned server backup and backups actually taken
- Server Uptime Report
- Server and Storage Performance Report
- Network Availability and Utilization Report.

The format of above reports will be finalized by SPMCIL in consultation with the successful bidder.

4.18 Helpdesk System

Bidder need to manage help desk system, where the users of SPMCIL can call to report any issues or breakdowns to the bidder's support team. **The helpdesk should be manned with a minimum of 4 technical personnel** who can evaluate the issue and guide the user on call to resolve the problem. However if the problem was unresolved over call, the helpdesk staff should route the issue to the respective support teams (SAP L2/L3 Helpdesk from SAP support team and L2/L3 Infrastructure Support Team who would be the bidders teams present physically at various locations) who would attend to the issue in person or remotely.

The help desk may operate with reduce strength at night time owing to reduction in operations at units. SPMCIL is using CA-Help desk system for resolving end user issue regarding SAP ERP and IT infrastructure. Bidder should manage, maintain and make necessary configuration changes in CA-help desk after approval from SPMCIL.

4.19 Man power deployment details:

The DC and DRC are operating 24x7x365 hence bidder has to consider the same while planning the shifts at DC (IGM, Noida),DRC(IGM, Hyderabad) and at units, the minimum man month required is given below:

Sr. No	Location	Profile	Deployment	Man month
1	DC	Project Coordinator	1 Dedicated person in general shift	60
1	DC	Help-desk (24*7)	3 shifts - 2 persons in first two shifts and 1 persons for third shift for a period of 5 years	300
2.	DC	System admin (server)(24*7)	3 shifts - 2 persons in first two shifts and 1 persons for third shift and one team lead in general shift for a period	360

			of 5 years	
3.	DC	MS-exchange	One person in general shift.	60
4.	DC	Network Administrator	3 shifts - 2 persons in first two shifts and 1 persons for third shift and one team lead in general shift for a period of 5 years	360
5.	DC	Electrician	One electrician per shift.	180
6.	DRC	System admin	Manpower to be deployed at DR for comprehensive maintenance and support for all equipment under (for a period of 5 years - 1 person for each of the three shifts	180
7.	Units	IT infrastructure support	One engineer for 50-70 desktop users	2100
8.	Unit AMS	AMS/VMS support	One engineer per shift (9 units *3 shifts).	1620

4.20 Minimum Education qualification and experience of the manpower to be deployed

Post	Qualification & Experience
Project manager	B-Tech/B.E in (CSE,ECE,IT) /MCA,M.SC (IT, ECE, Computers) and 10-12 year Experience in with Unix/Linux /HP UX and windows server
Project Coordinator	B-Tech/B.E in (CSE, ECE, IT) /MCA, M.SC (IT, ECE, Computers) and 8-10 year Experience in IT project management and coordination.
DRC System admin	B-Tech/B.E in (CSE, ECE, IT) /MCA, M.SC (IT, ECE, Computers) and 4 plus year Experience in Unix/Linux /HP UX and windows server.
System Admin	B-Tech/B.E in (CSE,ECE,IT) /MCA/M.SC (IT, ECE, Computers) and 4 Plus year Experience in with Unix/Linux /HP UX and windows server, for team lead 6-8 years of domain experience
Network Admin	B-Tech/B.E (CSE,ECE,IT)/ MCA, M.SC (IT, ECE, Computers) with CCNA/CCNP and 3 Plus year Experience as Network Administrator, for team lead 6-8 years of domain experience
Exchange Admin	B-Tech/B.E in (CSE, ECE, IT) /MCA,M.SC (IT, ECE, Computers) and should have min. 5 Plus year Experience out of which 2 plus as MS-exchange Administration
AMS/VMS/TRIM	B-Tech/B.E in (CSE, ECE, IT) /MCA, M.SC (IT, ECE, Computers) and 2-3 year domain experience.
Desktop Engineer	Three Year Diploma (CSE,ECE,IT)/B.Tech/B.E (CSE,ECE,IT)/BCA/MCA/M.SC (IT,ECE, Computers)
Electrician/Plumbing/Civil at DC	Diploma in Electrical or Electronics with 4 year relevant experience or ITI equivalent certificate of one year duration with 7 years relevant experience.

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

4.21 Project Management

- The bidder will provide an effective project management in place for fast execution and

- quick resolution of any conflicting issues. There will be a nominated in-charge for each location.
- Bidder will deploy one dedicated project manager & project coordinator with appropriate qualification & Experience as per the details given at 4.20 and authority at SPMCIL head office to co-ordinate all the activities across location.
 - A Project Kick-Off conference will be organized by the bidder to announce formal commencement of project within 15 days from the date of receiving of work order to ensure highest level of involvement of stakeholders and User groups.
 - There will be a joint project review meeting between SPMCIL and bidder' project leader and senior management on monthly basis to monitor Service level agreement (SLA) and resolution of any pending issues.
 - The bidder should also provide the measures taken for quality control and these must be brought out with clarity.

4.22 Insurance

The bidder will be responsible for acquiring insurance for all components, equipment and software installed/commissioned at Data center, Noida and Disaster recovery center, Hyderabad. The goods insured shall be fully insured in Indian Rupees naming Security Printing & Mining Corporation of India Limited (SPMCIL) as the beneficiary.

4.23 Minimum inventory

For speedy resolutions of common issue bidder will have to maintain the minimum inventory of following items at each location level:

- i. Keyboard, mouse media convertor etc. :10% of total number of desktops at location
- ii. SMPS, motherboard, RAM, hard disks etc. : 5% of the total no of desktops at location
- iii. Switches, etc. : as per industry standards

Important Note: All damaged/irreparable Hard disks which successful bidder will replace (as part of the AMC) will not be allowed to take the damaged hard disk out of SPMCIL units (SPMCIL will retain the damaged hard disk(s)) at no extra cost.

Bidder will have to provide necessary tool kits to its deployed man power to perform their duties effectively.

Consumables:

Consumable items like printer cartridge, UPS batteries, Diesel, Teflon tape, roller, tube lights, chokes, electrical sockets & switches, water taps etc. are out of the scope of this tender.

4.24 Anti-virus and Anti-spam

The bidder is responsible for providing Anti-Virus & Anti-Spam software, which can monitor centrally all desktops and server from at Data Center & units. The antivirus & antispam software should have below mentioned features (but not limited to):

Anti-Virus Server

- Should be a web based console
- Should have Automated Deployment feature
- Should have Policy based management feature
- Should have Active Directory integration

- Should support 64 / 32 bit processors
- Should support Windows and Linux operating systems
- Should provide email notification
- Should have Centralized management and reporting
- Should be a reliable scan engine and efficient virus protection
- Anti-virus server at SPMCIL units will have form factor – rack / table-top

Anti-Virus – For Clients

- Should provide protection against malware, data theft, trojan and worms
- Should provide Improved and strong spyware protection and powerful scan engine
- Should support all windows desktops

Please Note: Presently SPMCIL is having Symantec Endpoint Protection

4.25. ISO Certification:

SPMCIL DC is ISMS ISO/IEC 27001:2005 certified and the successful bidder needs to manage all DC operations as per the ISO standards and guidelines and have to maintain the certificate for the contract period.

4.26. Supply 619291-B21 HP 900-GB 6G 10K 2.5 DP SAS HDD for HP DL580 G7 Server:

Bidder need to supply 6 nos of 619291-B21 HP 900 GB 6G 10K 2.5 DP SAS HDD for HP DL580 G7 Server to be configured as RAID5 in our exchange server which are running in cluster mode and migrate exchange data base from storage to servers. Bidder needs to complete this activity within two months of LOI/Order.

4.27 Service Level Agreement (SLA)

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to define the levels of service required to be provided by the bidder to SPMCIL for the duration of this contract.

The purpose of the defined SLA is as follows:

- Increasing user satisfaction with IT services
- Reducing the risk of not meeting business requirements for IT services
- Better communication and information flows between IT staff and end users
- Standards and guidance for IT staff
- Greater productivity and better use of skills and experience
- A quality approach to IT services

SPMCIL shall regularly review the performance of the services being provided by the bidder and the effectiveness of this SLA. It would also form a baseline for SPMCIL, to compute payment for the bidder.

4.28 Performance metrics for SPMCIL

Overall service availability	99.9%%
Production Environment Availability	99.9%
Non Production Environment Availability	98%
RTO 4 Hrs	
RPO 0-30 Mins	Max

4.29 Definitions

Following are the definitions and terms which shall have the meanings set forth below:

- **"Availability"** shall mean the time for which the services and facilities are available for conducting desired operations using the IT infrastructure.
- **"Downtime"**: is the time the services and facilities are not available and excludes the scheduled outages planned in advance.
- **"Incident"** refers to any event / abnormalities in the functioning of the hosted Services or equipment that may lead to disruption in normal operations.
- **"Service Window"** shall mean the duration for which the facilities and services should be ensured to be available. Expected Service window for SPMCIL is 24x7 at DC & DR and 12x6 at SPMCIL units. Except those units which run round the clock where service window should be 24*6).
- **Scheduled Down Time:** Scheduled downtime means any time when the data center services are unavailable because of urgent maintenance activities*and any other scheduled maintenance or update activities that may or may not be periodic, and that may be notified to SPMCIL at least 36 hrs in advance. However scheduled downtime would be governed by separate SLA.
- **User:** A user can be data center and disaster recovery center operations personnel and any SPMCIL employee or SPMCIL authorized personnel.
- **Response time:** is defined as the time between receipt of the incidence (helpdesk call/ receipt of alarm generated by management system) and a support team member begins working on the incidence.
- **Resolution time:** is defined as the total time between receipt of the incidence (helpdesk call/ receipt of alarm generated by management system) and the incidence been resolved.

*Urgent Maintenance activities are maintenance activities required by application or systems that cannot be postponed until the next available or convenient maintenance window, and may include but not limited to restarting applications, rebooting servers, applying patches or fixes, security alert precautions, reconfiguring storage allocation, reloading data and making DNS & firewall changes to close security holes.

4.30 Availability SLA

The availability SLA would get into governance when 100% of user community loses access to the service in question and would override other penalties.

Service	SLA	Method of Measurement	Computation Cycle	Penalty
ERP Application production infrastructure	99.9%	CA-tool	Quarterly	@ 6% of Total quarterly contract value for 1% SLA breach
DHCP	99.9%	CA-tool	Yearly	@ 4% of Total quarterly contract value for 1% SLA breach
Ms-exchange	99.9%	CA-tool	Quarterly	@ 4% of Total quarterly contract value for 1% SLA breach
Active Directory	98.00%	CA-tool	Yearly	@ 4% of Total quarterly contract value for 1% SLA breach
DNS	98.00%	CA-tool	Yearly	@ 4% of Total quarterly contract value for 1% SLA breach
File Server	98.00%	CA-tool	Yearly	@ 4% of Total quarterly contract value for 1% SLA breach

Note: ERP Application Production Infrastructure includes all the IT Infrastructure necessary for hosting and operation of the ERP solution and includes, but not limited to, the ERP Production Servers hosted in the DC, DHCP Server, Active Directory Servers, File Server, DNS Server, Network equipment such as Routers, Firewalls, Switches, Load Balancers etc, WAN (Bandwidth) and LAN links etc.

For bandwidth the above SLA should be maintained with the following service level,

- Backbone Latency

The Latency between DC and units on the MPLS Backbone shall be maintained at 90 milliseconds or less

- Backbone Packet Loss

Packet loss should be maintained at less than 1% measured on monthly basis. It is to be noted that in case of total breakdown i.e. ERP is totally unavailable to the users due to problem in IT infrastructure; the fault resolution time will also be added to the down time for penalty calculation.

S. No.	Measurement	Definition	Target	Penalty
1	Overall Power Availability	<p>Availability = {1- [(Downtime) / (Total Time -Maintenance Time)]}*100</p> <p>Availability will be measured up to the socket level in the equipment room that will be providing power to the racks.</p>	<p>>=99.75%</p> <p>Between 99.75% and 97.75%</p> <p><97.75%</p>	<p>NA</p> <p>For every 0.25% degradation in the uptime there will be a penalty of 1 % of MC.</p> <p>For every 0.25% degradation in the uptime there will be a penalty of 2% of the MC. The maximum penalty enforced on the bidder would be up to 50% of MC and the bidder is liable for Termination and Compensation paid to SPMCIL.</p>
2	Environment Availability (Includes equipment such as ACs – both precision and comfort, BMS, Fire Alarm Systems, Access control, VESDA, Gas Suppression System, Water Leakage and Rodent Repellant systems)	<p>Availability = {1- [(Downtime) / (Total Time -Maintenance Time)]}*100</p>	<p>>=99.75%</p> <p>Between 99.75% and 97.75%</p> <p><97.75%</p>	<p>NA</p> <p>For every 0.25% degradation in the uptime there will be a penalty of 1 % of MC.</p> <p>For every 0.25% degradation in the uptime there will be a penalty of 2% of the MC. The maximum penalty enforced on the bidder would be up to 50% of MC and the bidder is liable for Termination and Compensation paid to SPMCIL.</p>

Performance would be measured at user level for SLA calculation. When a performance degradation is identified and reported by a user or through random check of SPMCIL staff the same would be logged to the helpdesk and governed by following SLAs

Degradation Level	Method of Measurement	Response time SLA	Resolution time SLA	Computation Cycle	Penalty*
Upto 25%	Response time at User Level	4 Hrs	6 Hrs	Monthly	0.1% of per transaction user support cost calculated by dividing the total Contract Value (DC+DR+Units) by no. of users * No. of users effected * Hrs breached
25- 50%	Response time at User Level	2 Hrs	4 Hrs	Monthly	0.2% of per transaction user support cost calculated by dividing the total Contract Value (DC+DR+Units) by no. of users * No. of users effected * Hrs breached

* - If the performance degradation is due to a common device like a switch or a server, all the active users connected to that device would be counted for penalty calculation even if multiple tickets are not logged with the helpdesk.

Ticket Severity	Method of Measurement	Response time SLA	Resolution time SLA	Computation Cycle	Penalty*
Severity 1	CA Helpdesk	15 Mins	2 Hr	Monthly	1% of cost calculated by dividing the total contract value by no. of users * No. of users effected * Hrs breached
Severity 2	CA Helpdesk	1 Hr	6 Hrs	Monthly	0.5% of cost calculated by dividing the total contract value by no. of users * No. of users effected * Hrs breached
Severity 3	CA Helpdesk	2 Hrs	1 day	Monthly	0.1% of cost calculated by dividing the total contract value by no. of users * No. of users effected * Hrs breached
Severity 4	CA help desk	2 Hrs	3 day	Monthly	0.1% of cost calculated by dividing the total contract value by no. of users * No. of users effected * Hrs breached

4.30.1 User Tickets SLA

Users while experiencing problems would call the helpdesk and log their ticket. Helpdesk would guide the user on call to resolve the problem themselves. However if the problem is not resolvable through telephone support, the ticket would be marked for SLA measurement and would be governed by the following SLAs

Severity 1 – The ticket would be classified as Severity 1 when the user is not able to access any of the services completely.

Severity 2 – The ticket would be classified as Severity 2 when the user loses access to partial system or functionality, however able to perform rest of the work.

Severity 3 – *The ticket would be classified as Severity 3 when the user is not able to perform his work in the regular manner, however is able to accomplish his work in an alternative way.*

Severity 4–*The ticket would be classified as severity 4 when the user is not able to perform his work in*

The regular manner however is able to accomplish his work in an alternative way, to resolve the issue OEM support/Replacement is required.

If any SLAs are breached by 100%, the ticket would be automatically escalated to the next higher severity with zero response and resolution times.

* If the user problem is due to a common device like a switch or a server, all the active users connected to that device would be counted for penalty calculation even if multiple tickets are not logged with the helpdesk.

4.30.2 General SLA Terms

- The service window for calculating the SLA penalties would be the shift timings of the units. Whereas for Data Center and Disaster Recovery Center, the service window would be 24x7. However for availability SLA, the service window for units would also be 24x7.
- If a single incident falls under multiple penalty clauses, the penalty imposing highest value would be counted discarding others.
- SPMCIL expects that the bidder maintains adequate spares to up keep the defined SLAs
- Bidder should also establish back-to-back contracts with OEMs and service providers to demonstrate their ability to meet SLAs with SPMCIL.
- If a severity-1 incident reoccurs within two hours of resolution, downtime will be calculated from time of first occurrence.
- The Penalties shall be calculated on the total contract value.
- Deduction of more than 20% of total contract value as penalty in three consecutive quarters on account of any reasons will be deemed to be an event of default and termination.
- All Physical and IT infrastructure of DC & DR will be covered under the purview of this SLA document.

4.30.3 Penalty Earn Back

If the bidder demonstrates 100% adherence to SLAs for consecutive two computation cycles, 50% earn back of previously lost penalties can be claimed. However penalty earn-backs cannot be accumulated if there are no previous penalties or previously paid penalties are already earned back. Penalties paid towards one class of SLA breach cannot be claimed for earn-back by demonstrating 100% performances in other class of SLA measure.

For example, by demonstrating 100% performance for two consecutive computation cycles for “Performance SLA”, the bidder cannot claim earn-back of previous penalty lost for “User Tickets SLA” breach.

4.30.4 SLA Performance Review

The SLA performance of the bidder would be reviewed by SPMCIL quarterly as below:

- Regularly check performance of the bidder service against SLAs.
- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

- Corrective and Preventive actions by the bidder to avoid relapse of previous SLA breach incidents.

4.30.5 SLA Review Process

- Either SPMCIL or bidder may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- A meeting or conference call will be called and conducted by bidder to resolve the issue in a timely manner. The physical copy of documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- SPMCIL and the bidder shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The bidder will then communicate the resolution to all interested parties.
- All the SLA reports should be in spreadsheet format.
- SLA reports have to be available for the entire 5 year period. Any period report should be available at any time during the five year period.
- In case any issue stays unresolved for more than 2 meetings, the arbitration procedures described in the Terms & Conditions section will be applicable.
- Bidder need to configure above SLA in CA helpdesk within two months from LOI/PO

4.31 Procedure for monitoring the Diesel consumption for the DG set, the bidder is requested to adopt the following method to monitor the diesel consumption for DG

- The fuel will be provided by SPMCIL,
- A log register will be maintained and kept with the bidder showing the following columns for each of the tank :

Date of reading taken	Diesel Available	Date and quantity of filling tank	Signature of bidder personal	Signature of SPMCIL	Remarks

4.32 Back to back service agreement with the following OEM is mandatory and bidder has to submit the valid required documents in support of that along with the bid, failing which bid will be rejected.

SI No	Product	Product Make	Service Contract
1	Server	HP	HP
2	Networking Component	Cisco	Cisco
3	PAC	Emerson	Emerson
4	UPS	Emerson/APC/Numeric	Emerson/APC/Numeric
5	DG Set	Jackson	Cummins Swam
6	Air Purifier	Bry Air	Bry Air ASP
7	Anti-Virus	Symantec Endpoint Protection	Symantec

4.33 Bidder needs to maintain below SAP performance parameters

LAN Users (App Server to DB)		
	90%	All
Menu Navigation – To display the menu as per the defined user role and profile	< 1 sec	< 3 sec
Screen Opening – To display the selected data entry screen from the menu chosen	< 2 sec	< 5 sec
Field Navigation – To navigate between the data entry fields in the Screen	< 1 sec	< 2 sec
Look up response time – To display items from List of Values	< 1 sec	< 2 sec
Look up response time – To display items from table	< 5 sec	< 8 sec
Screen Navigation – Time taken to navigate from one screen (tab page) to another which does not involve processing in earlier screen	< 1 sec	< 2 sec
Transaction Commit – Response time taken to commit a simple transaction like stores issue voucher	< 2 sec	< 3 sec
Query Retrieval Response Time Simple query	< 5 sec	< 10 sec
Medium complexity query	< 8 sec	< 12 sec
High Complexity query	<15 sec	< 20 sec
Reports Generation Response Time Simple Report	< 5 sec	< 10 sec
Medium Complexity report	< 30 sec	< 50 sec
High Complexity report	< 1 min	< 3 min

4.34 Fire Extinguisher

- Bidder has to maintain the fire extinguisher as per the industry standards at DC & DRC for a period of five year.

4.35 Pest control

- Bidder has to get the pest control including anti-termite treatment done of DC and DRC twice a year for a period of five years.

4.36 Electric/Civil/Plumbing work

- Bidder has to maintain all electrical connections/panels etc. at DC and may have carryout minor civil and plumbing works of DC for a period of five years.

4.37 Warranty

- The Bidder shall warrant that the services provided under the contract shall be as per the Service Level Agreement (SLA) defined in the tender.

Section VII: Technical Specifications

(Not Required/Deleted in this Tender)

SPMCELL

Section VIII: Quality Control Requirements

Service Delivered not in conformity with tender specification will be treated as service not delivered at all. Service shall be delivered by the service provider in accordance with the terms and conditions specified in the contract failing which expenses may be levied on supplier.

SPMCEL

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.

		Criteria
1	Experience and Past performance	<p>Bidder/Firm Should have experience in</p> <p>i. Providing services at least one AMC contract of IT infra like servers, network devices, storage etc. (of similar nature) and non-IT like PAC, Building Management system (BMS), UPS, Fire alarm system, attendance management system (AMS), Electrical Systems(Electrical Panels, DG etc.)</p> <p style="text-align: center;">&</p> <p>ii. Experience in maintaining at least one Tier-III Data center(DC) and Disaster Recovery Center (DRC)</p> <p>and total value of the services rendered in respect of i and ii above should not be less than Rs.2.3Cr for a Government/PSU/Private/MNC customer in any one year during last 5 years, ending financial year 2014-2015.</p>
2	Capability	<p>i. Bidder firm should have annual capacity to undertake one similar job work.</p>
3	Financial standing	<p>i. Average Annual turnover of the bidder firm during last three years ending 31.03.2015 should be more than Rs. 2.3 Cr.</p> <p>ii. Bidder Firm should not have suffered any financial loss for more than one year during the last Three years ending 31.03.2015</p> <p>iii. The net worth of the firm should not have eroded by more than 30% in the last three ending 31.03.2015</p>

- 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 should be verified from the parties for whom work has been done.
- 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 fulfilment of qualifying criteria. Non-submission or incomplete submission of documents may lead to rejection of offer.

Section X: Tender Form

Date.....

To
General Manager (IT)
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.

.....

(Signature with date)

.....

(Name and designation)

Duly authorized to sign tender for and on behalf of

Section XI: Price Schedule

(TO BE FURNISHED IN A SEPARATE SEALED ENVELOPE)

Date:

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 five years comprehensive 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 _____

The breakup of the above lump sum price is given in the tables below: (Table -1 to 15)

Thanking you,

Yours faithfully,

**<Seal and Signature of Authorized Signatory>
<Name of Authorized Signatory>
<Title of Authorized Signatory>**

Table-1

Sl. No.	Location	Manpower (Rs.) A	Bandwidth (Rs.) B	Maintenance (Rs.) C	Total (Rs.) (A+B+C)
1	DC, Noida				
2	DRC, Hyderabad				
3	Corporate office New Delhi				
4	India Govt. Mint, Mumbai,				
5	India Govt. Mint, Hyderabad				
6	India Govt. Mint, Kolkata				
7	India Govt. Mint, Noida				
8	Currency Note Press, Nasik Road				
9	Bank Note press, Dewas				
10	India Security press, Nasik Road				
11	Security printing press, Hyderabad (Saifabad)				
12	Security Paper Mill, Hoshangabad				
Grand Total					

Price bid format for Opex items at DC Noida:

Table-2

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i	Help Desk: 3 shifts - 2 persons in first two shifts and 1 persons for third shift for a period of 5 years	300					
ii	System Admin (Server): 3 shifts - 2 persons in first two shifts and 1 persons for third shift and one team lead in general shift for a period of 5 years	360					
iii	MS-exchange Admin: One person in general shift.	60					
iv	Network Admin: 3 shifts - 2 persons in first two shifts and 1 persons for third shift for a period of 5 years	360					
v	Electrician: One electrician per shift.	180					
						Total A	
B	Bandwidth at DC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i	20 MBPS Bandwidth at DC (First vendor)	1					
ii	20 MBPS Bandwidth at DC (Second vendor)	1					
iii	2 MBPS high speed broadband internet Connectivity with minimum two additional static IPs	1					
						Total B	
C	Maintenance (as per Annexure-1)	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Total
	a. IT Infra(H/w & S/w)	a	b	c=axbx5	d	e=cxd	c+e
i	Desktops, Printers, Servers, Storage, FC-IP router, KVM switch, Tape Library, SAN Switch etc.						
ii	Network Devices including LAN & WAN (Routers, Switches, Firewall, IPS etc.						
iii	Anti-Virus & Anti-SPAM (for MS Windows Servers & Desktops), 1 Server License + Node licenses as required						
iv	HP-Data Protector Support						
v	619291-B21 HP 900-GB 6G 10K 2.5 DP SAS HDD (for HP dl580 g7 server)	6 Nos		-----			
	b. Non-IT infra						
i	DG, Fire alarm, water leakage detection systems, UPS, PAC, BMS, Electric panels, ACs, Air Purifier etc.						
						Total C	
						Grand Total(A+B+C)	

Bidder may use different lines for different items/equipment/activities as mentioned in Section-VI (List of Requirement)

SPM/CIL

Price bid format for Opex items at DRC Hyderabad:

Table-3

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i.	System Admin (Server): Manpower to be deployed at DRC for comprehensive maintenance and support for all equipment under (for a period of 5 years - 1 person for each of the three shifts)	180					
Total A							
B	Bandwidth at DRC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i.	15 MBPS Bandwidth at DRC (First vendor)	1					
ii.	15 MBPS Bandwidth at DRC (Second vendor)	1					
iii.	2 MBPS National Long Distance Serial Link for DC & DRC Replication (First vendor)	1					
iv.	2 MBPS National Long Distance Serial Link for DC & DRC Replication (Second vendor)	1					
Total B							
C	Maintenance	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Grand Total
a.	IT Infra (As per annexure-2)	a	b	c=axbx5	d	e=cxd	c+e
i.	Desktops, Printers, Servers, Storage, FC-IP router, KVM switch, SAN Switch etc.						
ii.	Network Devices including LAN (Routers, Switches, RPS, Firewall, IPS etc.						
b.	Non-IT infra (As per annexure-2)						
i.	DG, Fire alarm, water leakage detection systems, UPS, PAC, BMS, Electric panels, ACs, etc.						
Total C							
Grand Total (A+B+C)							

Bidder may use different lines for different items/equipment/activities as mentioned in Section-VI (List of Requirement)

Price bid format for Opex items at corporate office, New Delhi

Table-4

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i	IT infrastructure support Engineer: One engineer for 60 desktop users , total desktops:83	60					
ii	AMS, VMS, HP-Trim support engineer: One engineer.	60					
Total A							
B	Bandwidth at unit to connect to DC & DRC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i	2 MBPS Bandwidth (First vendor)	1					
ii	2 MBPS Bandwidth (Second vendor)	1					
Total B							
C	Maintenance (As per annexure: 3)	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Total
a. IT Infra		a	b	c=axbx5	d	e=cxd	c+e
i	Desktops	83					
ii	Network Devices including LAN (Routers:2 Nos, Switches:9 Nos, RPS:4 Nos, media convertor : 2 etc						
iii	Printers	61					
iv	Servers	4					
v	AMS Card Reader	4					
b. Non-IT infra							
i	UPS	3					
Total C							
Grand Total (A+B+C)							

Bidder may use different lines for different items/equipment

Price bid format for Opex items at IGM Mumbai

Table-5

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i	IT infrastructure support Engineer: One engineer for 60 desktop users , total desktops:170	180					
ii	AMS, VMS, HP-Trim support engineer: One engineer per shift (3 shifts).	180					
Total A							
B	Bandwidth at unit to connect to DC & DRC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i	2 MBPS Bandwidth (First vendor)	1					
ii	2 MBPS Bandwidth (Second vendor)	1					
Total B							
C	Maintenance (As per annexure: 4)	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Total
a.	IT Infra	a	b	c=axbx5	d	e=cxd	c+e
i	Desktops	170					
ii	Network Devices including LAN (Routers:2 Nos, Switches:14 Nos, RPS:8 Nos, media convertor : 18 Nos						
iii	Printers	61					
iv	Servers	4					
v	AMS Reader	32					
b.	Non-IT infra						
i	UPS	12					
Total C							
Grand Total(A+B+C)							

Bidder may use different lines for different items/equipment

Price bid format for Opex items at IGM Hyderabad

Table-6

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i	IT infrastructure support Engineer: One engineer for 60 desktop users , total desktops:153	180					
ii	AMS, VMS, HP-Trim support engineer: One engineer per shift (3 shifts).	180					
Total A							
B	Bandwidth at unit to connect to DC & DRC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i	2 MBPS Bandwidth (First vendor)	1					
ii	2 MBPS Bandwidth (Second vendor)	1					
Total B							
C	Maintenance (As per annexure: 5)	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Total
a. IT Infra		a	b	c=axbx5	d	e=cxd	c+e
i	Desktops	153					
ii	Network Devices including LAN(Routers:3 Nos, Switches:16 Nos, RPS:9 Nos, media convertor : 11 Nos						
iii	Printers	51					
iv	Servers	4					
V	AMS Card Reader	24					
b. Non-IT infra							
i	UPS	9					
Total C							
Grand Total (A+B+C)							

Bidder may use different lines for different items/equipment

Price bid format for Opex items at IGM Kolkata

Table-7

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i	IT infrastructure support Engineer: One engineer for 60 desktop users , total desktops:218	240					
ii	AMS, VMS, HP-Trim support engineer: One engineer per shift (3 shifts).	180					
Total A							
B	Bandwidth at unit to connect to DC & DRC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i	2 MBPS Bandwidth (First vendor)	1					
ii	2 MBPS Bandwidth (Second vendor)	1					
Total B							
C	Maintenance (As per annexure: 6)	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Total
	a. IT Infra	a	b	c=axbx5	d	e=cxd	c+e
i	Desktops	218					
ii	Network Devices, including LAN (Routers:2 Nos, Switches:26 Nos, RPS:14 Nos, media convertor : 24 Nos						
iii	Printers	16					
iv	Servers	7					
v	AMS Readers	20					
	b. Non-IT infra						
i	UPS	22					
Total C							
Grand Total (A+B+C)							

Bidder may use different lines for different items/equipment

Price bid format for Opex items at IGM Noida

Table-8

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i	IT infrastructure support Engineer: One engineer for 60 desktop users , total desktops:93	120					
ii	AMS, VMS, HP-Trim support engineer: One engineer per shift (3 shifts).	180					
B	Bandwidth at unit to connect to DC & DRC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i	2 MBPS Bandwidth (First vendor)	1					
ii	2 MBPS Bandwidth (Second vendor)	1					
C	Maintenance (As per annexure: 7)	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Total
a.	IT Infra	a	b	c=axbx5	d	e=cxd	c+e
i	Desktops	93					
ii	Network Devices including LAN (Routers:2 Nos, Switches:9 Nos, RPS:9 Nos, media convertor : 8 Nos						
iii	Printers	25					
iv	Servers	4					
v	AMS Card Reader	6					
b.	Non-IT infra						
i	UPS	9					

Bidder may use different lines for different items/equipment

Price bid format for Opex items at CNP Nasik

Table-9

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i	IT infrastructure support Engineer: One engineer for 60 desktop users , total desktops:322	300					
ii	AMS, VMS, HP-Trim support engineer: One engineer per shift (3 shifts).	180					
Total A							
B	Bandwidth at unit to connect to DC & DRC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i	2 MBPS Bandwidth (First vendor)	1					
ii	2 MBPS Bandwidth (Second vendor)	1					
Total B							
C	Maintenance (As per annexure: 8)	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Total
	a. IT Infra	a	b	c=axbx5	d	e=cxd	c+e
i	Desktops	322					
ii	Network Devices including LAN(Routers:3 Nos, Switches:36 Nos, RPS:17 Nos, media convertor : 34 Nos)						
iii	Printers	116					
iv	Servers	4					
v.	AMS Reader	39					
	b. Non-IT infra						
i	UPS	25					
Total C							
Grand Total (A+B+C)							

Bidder may use different lines for different items/equipment

Price bid format for Opex items at BNP Dewas

Table-10

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i	IT infrastructure support Engineer: One engineer for 60 desktop users , total desktops:257	240					
ii	AMS, VMS, HP-Trim support engineer: One engineer per shift (3 shifts).	180					
Total A							
B	Bandwidth at unit to connect to DC & DRC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i	2 MBPS Bandwidth (First vendor)	1					
ii	2 MBPS Bandwidth (Second vendor)	1					
Total B							
C	Maintenance (As per annexure: 9)	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Total
	a. IT Infra	a	b	c=axbx5	d	e=cxd	c+e
i	Desktops	257					
ii	Network Devices including LAN (Routers:2 Nos, Switches:42 Nos, RPS:14 Nos, media convertor : 26 Nos						
iii	Printers	100					
iv	Server	5					
v	AMS Readers	95					
	b. Non-IT infra						
i	UPS	23					
Total C							
Grand Total (A+B+C)							

Bidder may use different lines for different items/equipment

Price bid format for Opex items at ISP Nasik

Table-11

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i	IT infrastructure support Engineer: One engineer for 60 desktop users , total desktops:319	300					
ii	AMS, VMS, HP-Trim support engineer: One engineer per shift (3 shifts).	180					
Total A							
B	Bandwidth at unit to connect to DC & DRC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i	2 MBPS Bandwidth (First vendor)	1					
ii	2 MBPS Bandwidth (Second vendor)	1					
Total B							
C	Maintenance (As per annexure: 10)	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Total
	a. IT Infra	a	b	c=axbx5	d	e=cxd	c+e
i	Desktops	319					
ii	Network Devices including LAN (Routers:4 Nos, Switches:33 Nos, RPS:19 Nos, media convertor : 22 Nos						
iii	Printers	154					
iv	Servers	4					
v	AMS Readers	38					
	b. Non-IT infra						
i	UPS	28					
Total C							
Grand Total (A+B+C)							

Bidder may use different lines for different items/equipment

Price bid format for Opex items at SPP Hyderabad

Table-12

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i	IT infrastructure support Engineer: One engineer for 60 desktop users , total desktops:150	180					
ii	AMS, VMS, HP-Trim support engineer: One engineer per shift (3 shifts).	180					
Total A							
B	Bandwidth at unit to connect to DC & DRC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i	2 MBPS Bandwidth (First vendor)	1					
ii	2 MBPS Bandwidth (Second vendor)	1					
Total B							
C	Maintenance (As per annexure: 11)	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Total
	a. IT Infra	a	b	c=axbx5	d	e=cxd	c+e
i	Desktops	150					
ii	Network Devices including LAN (Routers:3 Nos, Switches:13 Nos, RPS:9 Nos, media convertor : 8 Nos						
iii	Printers	41					
iv	Servers	5					
v	AMS Reader	29					
Vi	Actatek Acta-1K-FS-E	20					
	b. Non-IT infra						
i	UPS	12					
Total C							
Grand Total (A+B+C)							

Bidder may use different lines for different items/equipment

Price bid format for Opex items at SPM Hoshangabad

Table-13

Sl. No.	Description	Person Months for 5 years	Per person per month charges	Total Charges	% tax	Total Tax	Total
A	Manpower Deployment	a	b	c=axb	d	e=cxd	c+e
i	IT infrastructure support Engineer: One engineer for 60 desktop users , total desktops:339	300					
ii	AMS, VMS, HP-Trim support engineer: One engineer per shift (3 shifts).	180					
Total A							
B	Bandwidth at unit to connect to DC & DRC	No. of connection	Annual charges	Charges for 5 years	% tax	Total Tax	Total
		a	b	c=axbx5	d	e=cxd	c+e
i	2 MBPS Bandwidth (First vendor)	1					
ii	2 MBPS Bandwidth (Second vendor)	1					
Total B							
C	Maintenance (As per annexure: 12)	Quantity	Unit Rate per year	Charges for 5 years	% tax	Total Tax	Total
	a. IT Infra	a	b	c=axbx5	d	e=cxd	c+e
i	Desktops	339					
ii	Network Devices including LAN (Routers:2 Nos, Switches:47 Nos, RPS:10 Nos, media convertor : 50 Nos						
iii	Printers	127					
iv	Servers	10					
v	AMS Card Reader	38					
	b. Non-IT infra						
i	UPS	107					
Total C							
Grand Total (A+B+C)							

Bidder may use different lines for different items/equipment

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 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

Whereas (hereinafter called the "Tenderer") has submitted its quotation dated for the supply of (hereinafter called the "tender") against SPMCIL's tender enquiry No.

Know all persons by these presents that we of (hereinafter called the "Bank")

having our registered office at

are bound unto

(hereinafter called the "SPMCIL")

in the sum of

for which payment will and truly to be made to the said SPMCIL, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this..... day of20.....

The conditions of this obligation are —

(1) If the Tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.

(2) If the Tenderer having been notified of the acceptance of his tender by SPMCIL during the period of its validity:-

a) fails or refuses to furnish the performance security for the due performance of the contract.

b) fails or refuses to accept/ execute the contract.

We undertake to pay SPMCIL up to the above amount upon receipt of its first written demand, without SPMCIL having to substantiate its demand, provided that in its demand SPMCIL will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This guarantee will remain in force for a period of forty five days after the period of tender validity 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

Section XIV: Manufacturer's Authorization Form

(Not Required/Deleted in this Tender)

SPM/CIL

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 forty five 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:

Schedule No.	Brief description of goods/ services	Accounting unit	Quantity to be supplied	Unit Price (in Rs.)	Total price

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

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

(ii) Delivery schedule

(iii) Details of Performance Security

(iv) Quality Control

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

(b) Designation and address of SPMCIL's inspecting officer

(v) Destination and despatch 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

General Manager (IT)

Security Printing and Minting Corporation of India Ltd.

16th Floor, Jawahar Vyapar Bhawan

Janpath, New Delhi – 110 001

INDIA

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

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

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

Note:

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

Section XVIII: Shipping Arrangements for Liner Cargoes

(Not required/Deleted in this tender)

SPMCEL

SECTION XIX: Proforma of Bills for Payments

(Refer Clause 22.6 of GCC)

Name and Address of the Firm.....
 Bill No.....Dated.....
 Purchase order.....No.....Dated.....
 Name and address of the consignee.....

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

1. C.S.T./Sales Tax Amount
 2. Freight (if applicable)
 3. Excise Duty (if applicable)
 4. Packing and Forwarding charges (if applicable)
 5. Others (Please specify)
 6. PVC Amount (with calculation sheet enclosed)
 7. (-) deduction/Discount
 8. Net amount payable (in words Rs.)
 Despatch detail RR No. other proof of despatch.....
 Dated.....(enclosed)
 Inspection Certificate No.....Dated.....(enclosed)
 Income Tax Clearance Certificate No.....Dated.....(enclosed)
 Modvat Certificate No.....(enclosed)
 Excise Duty Gate pass.....(enclosed)
 Place and 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

SECTION XX : Pre-bid/Pre-Contract Integrity Pact (To be Signed on Plain Paper)

This pre-bid pre- contract Agreement (hereinafter called the integrity Pact) is made on _____ day of the Month _____ of 2015 at SPMCIL.

BETWEEN

The President of India , acting through The General Manager (IT), SPMCIL (hereinafter called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the first part.

AND

M/S. _____ represented by Shri. _____ Chief Executive Officer (hereinafter called the 'BIDDER/SELLER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

PREAMBLE

WHEREAS the BUYER proposes to procure ----- is willing to offer/ has offered the stores, and

WHEREAS THE BIDDER is a private company/ public company/Government undertaking/ partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a CPSE wholly owned by Government of India performing its functions on behalf of its Chairman and Managing Director.

NOW THEREFORE

To avoid all forms of corruption, by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract, to be entered into with a view to Enabling the BUYER to obtain the desired said stores/ equipment at a competitive price, in conformity with the defined specifications, by avoiding the high cost and the distortionary impact of corruption on public procurement and Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruptions in any form by its officials by following transparent procedures.

The parties hereby agree to enter into this integrity Pact and agree as follows:

Commitments of the BUYER:-

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchanges for any advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the BUYER will report to the General Manager of any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official (S) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid during any pre-contract or post contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or any person, organization or third party related to the contract, in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining of execution of the contract, or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.4 BIDDERS shall disclose the payments to be made by them to agents/ brokers of any other intermediary, in connection with this bid/ contract.

3.5 DELETED

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details or services agreed upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain or pass on to other, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the action mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person action on behalf of the BIDDER, either directly or Indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/ stake in the BIDDER'S firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term relative for this purpose would be as defined in Section 6 of the Companies Act. 1956.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER'S exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process of the contract, if already awarded, can be terminated for such reason.

5. Earnest Money (Security Deposit)

5.1 While submitting commercial bid, the BIDDER shall deposit an amount specified in section VI : *List of Requirement*, as Earnest Money in the form mentioned in Clause 18 of Section II, General instructions to the Tenderers (GIT), with the BUYER.

5.2 The earnest money

5.3 shall be valid upto a period of six months from the date of the validity of the tender.

5.4 In case of the successful BIDDER, a clause would also be incorporated in the Clause pertaining to Security Deposit/ Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact. The Security Deposit/ Performance Bond shall be valid for 60 days after the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period whichever is later.

5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/ Security deposit for the period of its currency.

6. Sanctions for violations:-

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions wherever required.

(i) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with Interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of the BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and performance bond/ warranty bond, if furnished by the BIDDER, In order to recover the payments, already made by the BUYER, along with interest.

(vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/ rescission and the BUYER shall be entitled to deduct the amount so payable from the money (s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the SPMCIL for a minimum period of five years, which may be further extended at the discretion of the BUYER.

(viii) To recover all sums paid in violation of the Pact by BIDDER(S) to any middleman or agent or broker with a view to securing the contract.

(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

(x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at Para 6.1 (i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) of an offence as defined in Chapter IX of the Indian penal Code 1860 or prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent Monitor (s) appointed for the purposes of this Pact.

7. Fall Clause:-

7.1 The BIDDER undertakes that it has not supplied/is not supplying similar product/ systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/ Department of the Government of India or PSU and if it is found at any stage that similar product/ systems or sub-systems was supplied by the BIDDER to any other Ministry / Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors:-

8.1 The BUYER has appointed independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Names and Addresses of the Monitors are listed in NIT.

8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligation under this pact.

8.3 The Monitors shall not be subject to instructions by the representative of the parties and

perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitors have the right to access all documents relating to the project/procurement, including minutes of the meeting.

8.5 As soon as the Monitors notices, or has reason to believe a violation this Pact, he will so inform the Authority designated by the BUYER.

8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The Bidder will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractor. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/ Subcontractor(s) with confidentiality.

8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided subcontractor meeting could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department / within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and should the occasion arise submit proposals for correcting problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of any provision of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The Place of performance and jurisdiction is the seat of the BUYER.

11. Other Legal Actions

The action stipulated in this integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceedings.

12. Validity:-

12.1 The validity of this integrity Pact shall be from date of its signing and extend up to the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period. In case BIDDER is unsuccessful, this integrity Pact shall expire after six month from the date of the signing of the contract.

12.2 Should one or several provision of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this integrity Pact at _____ on _____

BUYER

BIDDER

(Name of the Officer)

(Name of the Officer)

For and Behalf of the President of India

Chief Executive Officer

Designation :

Deptt. / Ministry / PSU

Witness:-

Witness:-

1. _____

1. _____

2. _____

2. _____

Section XXI: Location wise IT hardware details

Location wise IT infrastructure details are given as per the below table

S.no.	Location	Annexure
1.	Data center, India Government Mint, Noida	Annexure-I
2.	Disaster recovery, India government mint , Hyderabad (Saifabad)	Annexure -II
3.	SPMCIL Corporate Office, New Delhi	Annexure-III
4.	India Govt. Mint, Mumbai,	Annexure-IV
5.	India Govt. Mint, Hyderabad	Annexure-V
6.	India Govt. Mint, Kolkata	Annexure-VI
7.	India Govt. Mint, Noida	Annexure-VII
8.	Currency Note Press, Nasik Road	Annexure-VIII
9.	Bank Note press, Dewas	Annexure-IX
10.	India Security press, Nasik Road	Annexure-X
11.	Security printing press, Hyderabad (Saifabad)	Annexure-XI
12.	Security Paper Mill, Hoshangabad	Annexure-XII

ANNEXURE-I

IT INFRASTRUCTURE -DATA CENTRE NOIDA						
SR. NO		HP SERVERS DETAILS & HARDWARE MODEL	QTY	CONFIGURATION PROCESSOR	RAM	HARDDISK
1		IA64 HP SERVER RX6600	2	4 INTEL(R) ITANIUM 2 9100 SERIES PROCESSORS (1.42 GHZ, 12 MB)	32 GB	146GB*2, 6G DP 15K
		IA 64 HP SERVER RX2660	4	1 INTEL(R) ITANIUM 2 9100 SERIES PROCESSOR (1.67 GHZ, 18 MB),	24 GB	146GB*2, 6G DP 15K
		IA 64 HP SERVER BL 870C	1	4 INTEL(R) ITANIUM 2 9100 SERIES PROCESSORS (1.59 GHZ, 18 MB)	32 GB	146GB*2, 6G DP 15K
		IA 64 HP SERVER BL 860C	8	2 INTEL(R) ITANIUM 2 9100 SERIES PROCESSORS (1.42 GHZ, 12 MB)	24 GB	146GB*2, 6G DP 15K
		IA 64 HP SERVER BL 860C	5	2 INTEL(R) ITANIUM 2 9100 SERIES PROCESSORS (1.42 GHZ, 12 MB)	32 GB	146GB*2, 6G DP 15K
		IA 64 HP SERVER BL 860C	2	1 INTEL(R) ITANIUM 2 9100 SERIES PROCESSOR (1.42 GHZ, 12 MB)	8 GB	146GB*2, 6G DP 15K
		IA 64 HP SERVER BL 860C	3	1 INTEL(R) ITANIUM 2 9100 SERIES PROCESSOR (1.42 GHZ, 12 MB)	16 GB	146GB*2, 6G DP 15K
		HP PROLIANT BL460C G6	10	2 INTEL XEON 2 GHZ	8 GB	300GB*2, DUAL PORT
		HP PROLIANT BL460C G6	1	2 INTEL XEON 2 GHZ	16 GB	300GB*2, DUAL PORT
	Exchange Server*	HP PROLIANT L580C G7 *	2	4 * INTEL XEON 1.87 GHZ (6 CORES, 12 LOGICAL)	64 GB	300GB*2, 6G DP 15K
		HP STORAGE WORKS NETWORK STORAGE SYSTEM	1	INTEL XEON 2 GHZ	6 GB	300GB*2
2	STORAGE	HP EVA 6400 (HSV 4000)	1			12 TB SAS (300*46 NO'S)
		HP STORAGE WORK CONTROLLERS HSU400	2			
		DISK ENCLOSURES	4			SAS 300*46
3	FC-IP ROUTER	HP STORAGE WORK MPX110	2			

4	TAPE LIBRARY	HP MSL 8096	1			
		HP MSL 4048	1			
5	SERVER ENCLOSURES	HP C 7000	4			
6	SAN SWITCHES	HP STORAGE WORKS 8/80 SAN SWITCH	2			
7	ROUTER	CISCO 7604	2			
8	SWITCH	CISCO CATALYST CORE CHASSIS 4507 (R-E)	2			
		CISCO CATALYST 3750G	3			
		CISCO CATALYST 2960	2			
9	RPS	CISCO RPS 2300	4			
10	LOAD BALANCER	RADWARE APS LINK PROOF	2			
11	FIREWALL	CISCO ASA 5580	4			
		CISCO ASA 5550	2			
12	IPS	CISCO IPS 4270-20-K9	2			
13	PAC WITH TIMER	EMERSON , LIEPERT MODEL NO. PEX130FA-100	4			
14	UPS	EMERSON LIEBERT NXR 90 KV	2			
15	FIRE ALARM					
	PANEL	GE EST	1			
		SENSOR	68			
	VESDA	ICAM-FIRETRACE PICO	1			
16	WATER LEAKAGES DETECTOR	GE HASH	1			
		SENSOR CABLE	20 MTR			
17	RODENT REPELLENT	MASER VHFO	4			
		SENSOR	40			
18	GAS RELEASE CONTROLLER	RAVEL (RE-GR)	1			
19	GAS CYLINDER FM200	FIKE PROTECTION SYSTEM	2			
20	ACCESS CONTROL	SPECTRA CONTROLLER	4			
		READER	12			
21	AIR CONDITION	BLUE STAR 2 TON(SPLIT)	15			
		VOLTAS 2 TON (SPLIT)	2			

		VOLTAS 1.5 TON (SPLIT)	5			
22	TIMER	AIR CONDITIONER TIMER	4			
23	RACK	36U	7			
		42U	1			
24	KVM	RARITON DOMINION-116 WITH CONSOLE	3			
25*	AIR PURIFIER*	BRY AIR -ECO SCRUB BPU-500TV2	1			
26	BMS	SIEMENS DESIGO INSIGHT VER 4.1				
	BMS PANEL	SIEMENS	1			
	PC FOR BMS IBM LENOVO THICKENER	1GB RAM, 300 GB HARD DISK,INTEL DUAL CORE	1			
27	GENSET	JAKSON 160KV MODEL JSPF-160	160KVA			
		JAKSON 160KV MODEL JSPF-160B	160KVA			
28	SERVO VOLTAGE STABILIZER	GALAXY UPS SYSTEM (KV) 3 PHASE	150 KVA			
29	INCOMER LT PANEL (MAIN L.T CUM AMF PANEL)		1			
30	UPS OUTPUT PANEL		2			
31	BYPASS X'MER CUBICAL ISOLATION TRANSFORMER	90 KV	1			
32	CHANGE OVER BOX	FOR UPS AND PAC	3			
33	DG CONTROL PANEL		1			
34	DESKTOP PC	AMD ATHLON™II 2.70 GHZ	31	AMD ATHLON™II 2.70 GHZ	2GB	160GB
		INTEL I3	2		2GB	300GB
35	PRINTER	CANON	1			
		HP LASERJET 1536DNF MFP	2			
		HP LASER JET PRINTER	1			
		HP LASER JET 1530 MFP	1			

* Exchange server & Air purifier are under OEM warranty till March'2017

ANNEXURE-II

IT INFRASTRUCURE -DRC AT IGM HYDERABAD						
S NO	ITEM	MODEL	QTY	CONFIGURATION	RAM	HARDDISK
1	SERVERS	IA 64 HP SERVER RX6600	1	4 INTEL(R) ITANIUM 2 9100 SERIES PROCESSORS (1.42 GHZ, 12 MB)	32 GB	146GB*2 NO'S
		IA 64 HP SERVER RX2660	1	1 INTEL(R) ITANIUM 2 9100 SERIES PROCESSOR (1.67 GHZ, 18 MB),	24 GB	146GB*2 NO'S
		IA 64 HP SERVER RX2660	1	1 INTEL(R) ITANIUM 2 9100 SERIES PROCESSOR (1.42 GHZ, 12 MB),	24 GB	146GB*2 NO'S
		IA 64 HP SERVER BL 870C	1	4 INTEL(R) ITANIUM 2 9100 SERIES PROCESSORS (1.59 GHZ, 18 MB)	32 GB	146GB*2 NO'S
		IA 64 HP SERVER BL 860C	1	2 INTEL(R) ITANIUM 2 9100 SERIES PROCESSORS (1.42 GHZ, 12 MB)	24 GB	146GB*2 NO'S
		IA 64 HP SERVER BL 860C	1	2 INTEL(R) ITANIUM 2 9100 SERIES PROCESSORS (1.42 GHZ, 12 MB)	32 GB	146GB*2 NO'S
		IA 64 HP SERVER BL 860C	1	2 INTEL(R) ITANIUM 2 9100 SERIES PROCESSORS (1.42 GHZ, 12 MB)	24 GB	146GB*2 NO'S
		IA 64 HP SERVER BL 860C	1	1 INTEL(R) ITANIUM 2 9100 SERIES PROCESSOR (1.42 GHZ, 12 MB)	8 GB	146GB*2 NO'S
		IA 64 HP SERVER BL 860C	1	1 INTEL(R) ITANIUM 2 9100 SERIES PROCESSOR (1.42 GHZ, 12 MB)	16 GB	146GB*2 NO'S
		HP PROLIANT BL460C G6	3	2 INTEL XEON 2 GHZ	8 GB	300GB*2
		HP STORAGWORKS NETWORK	1	INTEL XEON 2 GHZ	6 GB	300GB*2

		STORAGE SYSTEM				
2	STORAGE	HP EVA 6400 (HSV 4000)	1			12 TB SAS (300*46 NO'S)
		CONTROLLERS	2			
		DISK ENCLOSURES	4			
3	FC-IP ROUTER	HP STORAGE WORK MPX110	2			
3	TAPE LIBRARY	HP MSL 8096	1			
		HP MSL 4048	1			
4	BLADE SERVER ENCLOSURES	HP C 3000	1			
		HP C 7000	1			
5	SAN SWITCHES	HP STORAGEWORKS 8/80 SAN SWITCH	2			
6	ROUTER	CISCO 7200	2			
7	SWITCH	CISCO CATALYST CORE CHASIS 4507 (R-E)	1			
		CISCO CATALYST 3750G	1			
8	RPS	CISCO RPS 2300	1			
9	FIREWALL	CISCO ASA 5580	2			
10	IPS	CISCO IPS 4270-20-K9	1			
11	PAC	EMERSON , LIEBERT MODEL NO. PEX130FA-100	3			
12	UPS	EMERSON LIEBERT NXR 60 KV	2			
13	FIRE ALARAM	RAVEL RE 120GR CONTROLPANEL	1			
14	PANEL	GE EST	1			
		SENSOR	38			
	VESDA	XTRAILS VESDA VLF PANEL	1			
		SENSOR	6			
15	WATER LEAKAGES DETACTOR	GE CONTROLLERS	1			
		SENSOR CABLE	17 mtrs			
16	RODENT REPLENT	MASER VHFO	3			
		SENSOR	36			
17	GAS RELEASE CONTROLER	RAVEL (RE-GR)	1			
18	GAS CYCLINER FM200	FIKE PROTECTION SYSTEM	2			

		CYLINDERS			
19	ACCESS CONTROL	SPECTRA CONTROLLER	4		
		READER	14		
20	AIR CONDITION	BLUE STAR 2 TON(SPLIT)	8		
21	AIR CONDITIONER TIMER		4		
22	RACK	42U	4		
23	KVM	RARITON DOMINION-116	2		
24	GENSET	JAKSON 125KVA DIESEL GENERATOR	1		
25	SERVO VOLTAGE STABILIZER	EMERTECH (120KV)	1		
26	INCOMER LT PANEL (MAIN L.T CUM AMF PANEL)		1		
27	UPS OUTPUT PANEL		2		
28	BYPASS X'MER CUBICAL ISOLATION TRANSFORMER	90 KV	1		
29	CHANGE OVER BOX	FOR UPS AND PAC	3		
30	FIRE EXTINGUISHER	FIRE EXTINGUISHER	8	4: Powder Base 2: Gas Base 2: Liquid Base	

ANNEXURE-III

IT INFRASTRUCTURE -CORPORATE OFFICE NEW DELHI						
SR. NO	ITEM	MODEL	QTY	CONFIGURATION		
				PROCESSOR	RAM	HARD DISK
1	SERVER	HP PROLIANT DL360 G6	3	Intel XEON 2.00	8 GB	300*2 GB
		HCL-SE7520AF20	1	INTEL XEON 3.40 GHZ	4GB	420 GB
2	DESKTOP (AMD)	HCL	21	2.70GHZ	2 GB	150 GB
	DESKTOP (INTEL I5)	HCL	5	3.20 GHZ	2 GB	500 GB
	DESKTOP (INTEL I3)	HCL	7	3.30GHZ	2 GB	300GB
			15	CORE 2 DUO 2.93 GHZ	2 GB	160 GB
			35	P4 3.2 GHZ	2 GB	80 GB
		TOTAL	83			
3	ROUTER	CISCO-2900	2			
4	SWITCH 24 PORT	CISCO CATALYST 3750G (24PORT)	2			
		CISCO CATALYST 2960 (24PORT)	4			
		NORTEL BAYSTACK 425-24T (24PORT)	2			
		DLINK (16 PORT)	1			
5	RPS	CISCO C3K-PWR-750-WAC	4			
6	MEDIA CONVERTER (SINGLE MODE UTP TO OFC CONVERTER)		2			
7	AMS CARD READER	SYNEL-SY-765	4			
8	PRINTERS	CANON MF4370DN	12			
		HP COLOR LASERJET CM2320NF MFP	1			
		HP DESKJET 460CB MOBILE PRINTER	2			
		HP LASERJET 1020 PRINTER	1			
		HP LASERJET 1022 PRINTER	10			
		HP LASERJET 1022N PRINTER	2			
		HP LASERJET M1005 MFP PRINTER	1			
		HP LASERJET M1522N MFP PRINTER	4			
		HP LASERJET M1522NF MFP PRINTER	6			

		HP LASERJET M1536DNF MFP PRINTER	7			
		HP LASERJET M2727NF MFP PRINTER	2			
		HP LASERJET P1007 PRINTER	6			
		HP LASERJET P1606DN PRINTER	5			
		HP LASERJET PRO 200 COLOR M251N PRINTER	1			
		HP LASERJET PRO MFP M126NW PRINTER	1			
9	UPS	NXR -6,3 KVA (EMERSON)	1			
		NXR -6,3 KVA (EMERSON)	1			
		HPL 10 KVA (NUMERIC)	1			
10	RACK 42U		1			
	36U		1			
	15U		2			

ANNEXURE-IV

IT INFRASTRUCTURE -IGM MUMBAI						
SR. NO	ITEM	MODEL	QTY	CONFIGURATION		
				PROCESSOR	RAM	HARDDISK
1	SERVERS	HP PROLIANT DL360 G6	4	INTEL XEON 2.0 GHZ	8GB	2*300
2	DESKTOP (AMD)	HCL AMD ATHLON	140	AMD ATHLON	2 GB	160 GB
	DESKTOP (INTEL I3)	HCL I3	20	INTEL I3	2 GB	320 GB
	MAKE AND MODEL		15	MOSTLY PENTIUM D	512 MB	40 GB
	DESKTOP (INTEL i7)*	Dell	17	17	16GB	500 GB
		TOTAL	175			
3	ROUTER	CISCO-2900VXR	2			
4	SWITCH 24 PORT	WS-C 3750 G-24TS	2			
		WS-C 2960-24TC	6			
	D-LINK 8 PORT SWITCH		6			
5	RPS	CISCO 2300	8			
6	MEDIA CONVERTER (SINGLE MODE UTP TO OFC CONVERTER)	TP-LINK MCS110CS	6			
		ERG MSC-1200	4			
		HTB 1100S	6			
		DLINK	2			
7	AMS CARD READER	SYNEL SY-765	32			
8	PRINTERS	CANON LBP 6650DN	2			
		CANON ICMF 4370 DN	1			
		CANON MF 4450	1			
		EPSON LQ-2180	3			
		EPSON LQ-300 PLUS II	1			
		EPSON LX-300	1			
		HP 1005	2			
		HP 1022 PLUS	1			
		HP COLOR M476DW	1			
		HP COLOR MF1312NF	1			

		HP LASERJET 3050	1		
		HP LJ 1018	1		
		HP LJ 1020	4		
		HP LJ 1020 PLUS	11		
		HP LJ 1022	8		
		HP LJ 2600N	1		
		HP LJ 3030	1		
		HP LJ AIO M128FN	1		
		HP LJ CP 1025 COLOR	1		
		HP LJ M1213NF MFP	1		
		HP LJ P1007	4		
		HP LJ1536DNF MFP	1		
		HP OFFICE AIO 5610	1		
		HP OFFICE JET ALL IN ONE	1		
		HP P1007	1		
		HPLJ 1018	1		
		HPM 1213NF	2		
		LASERJET AIO PRINTER	1		
		LASERJET HP LJ1536DNF	1		
		LASERJET M1216 NFH MFP	1		
		LASERJET PRINTER 1005	1		
		LASERJET PRO 200 COLOR	1		
		LIPI 6306L LINE PRINTER	1		
9	UPS				
	3 KVA	EMERSON LIEBRT -3 KVA	6		
	6 KVA	EMERSON LIEBRT -6 KVA	5		
		APC SURT6000UXI - 6 KVA	1		
10	RACK 42U	VALRACK 42U	1		
	15U	VALRACK 15U	0		
	16U	VALRACK 16U	8		

* Three year standard warranty from Sep'15 to Aug'18

ANNEXURE-V

IT INFRASTRUCTURE -IGM HYDERABAD						
S NO	ITEM	MODEL	QTY	CONFIGURATION		
				PROCESSOR	RAM	HARDDISK
1	SERVER	HP PROLIANT DL 360 G6	4	INTEL XEON PROCESSOR	8 GB	300 GB*2
2	DESKTOP	HCL AMD	98	AMD ATHLON™ 2.70GHZ	2 GB	160 GB
		HCL I3	20	INTEL I3 CORE 3.30 GHZ	2 GB	300 GB
		P4	12	P4	512	160 GB
		P4	2	P4	512	40 GB
		P4	3	P4	1 GB	160 GB
		P4	1	P4	2 GB	320 GB
		PENTIUM D	15	PENTIUM D	512 MB	160 GB
		PENTIUM D	2	PENTIUM D	1 GB	160 GB
		TOTAL	153			
3	ROUTERS	CISCO 2900 ROUTER	2			
		TELLABS 8110	1			
4	SWITCHES	CISCO WS-C 3750-24TC (24 PORT)	2			
		CISCO WS-C 2960-24TC (24 PORT)	7			
		CISCO SG 300-10P (8 PORT)	1			
		D-LINK	3			
		CATALYST 2960	1			
		CATALYST 3750	1			
		CATALYST 500	1			
5	RPS	CISCO RPS 2300 C3K - PWR -750WAC	9			
6	UPS	EMERSON LIEBERT -6 KVA	6			
		APC SURT6000UKI 6KVA	1			
		EMERSON LIEBERT -3 KVA	1			
		EMERSON GXT MT+1KL -1 KVA	1			
7	PRINTERS	CANON MF 4370 DN	1			
		CANON 5050 COLOUR	1			
		CANON 6650 LASER JET	2			

		HP LASER JET DNF MFP 1536	2			
		HP LASER JET 1606 DN	2			
		CANON L11121E	1			
		EPSON L210	1			
		EPSON L300 (COLOR)	2			
		EPSON L350 ALL IN ONE	3			
		HP LASERJET PRO 200 COLOUR	1			
		HP LASER JET 1022	6			
		HP LASER JET 1108	1			
		HP LASER JET 1160	5			
		HP LASER JET 2420 DN	2			
		HP LASER JET P 1106	1			
		HP LASER JET P1108	1			
		HP LASER JET P1505	4			
		HP LASER JET PRO M202DW	1			
		HP LASERJET 1020 PLUS	2			
		HP LASERJET 1606 DN	1			
		LASERJET 1020 PLUS	2			
		HP-LASERJET 1606 DN	1			
		TVS DOT MATRIX	8			
8	MEDIA CONVERTERS	MEDIA CONVERTERS	10			
		MRO TEK	1			
9	AMS READERS	SYNEL SY-765	26			
		42U RACK	1			
10	RACK	15 U RACK	7			
		12U	1			

ANNEXURE-VI

IT INFRASTRUCTURE -IGM KOLKATA

SR. NO	ITEM	MODEL	QTY	CONFIGURATION		
				PROCESSOR	RAM	HARDDISK
1	SEVERS	HP PROLIANT DL360G6	4	INTEL XEON 2.GHZ CPU	8GB	2*300
		HP PROLIANT ML10	1	INTEL® XEON	4 GB	1 TB
		HP PROLIANT ML150	1	INTEL® XEON	4 GB	250 GB
		HCL TOWER	1	INTEL® XEON	4 GB	250 GB
2	DESKTOP (AMD)	AMD	158	AMD ATHLON	2GB	160 GB
			50	P4	1 GB	160 GB
			10	P4	2 GB	250 GB
		TOTAL	218			
3	ROUTER	CISCO-2911	2			
4	SWITCH 24 PORT 8 PORT	CISCO 3750G, CISCO 2960	14			
		CISCO SF 300-08	6			
		CISCO 3750G,(L3) 24 PORT 8 PORT	1 5			
4	RPS	CISCO	14			
5	MEDIA CONVERTER	MROTEK	24			
6	AMS CARD READER	SYNEL 765	20			
7	PRINTERS	CANON LASERJET	2			
		HP LASERJET	4			
		HP DESK JET	5			
8	UPS 3KVA 6 KVA 1 KVA	APC(3KVA)SRC3000UXIQ	12			
		APC(6KVA)SRC3000UXIQ	2			
		APC	8			
9	RACK	42U	1			
		15U	17			

ANNEXURE-VII

IT INFRASTRUCTURE -IGM NOIDA						
SR. NO	ITEM	MODEL	QTY	CONFIGURATION		
				PROCESSOR	RAM	HARDDISK
1	SERVERS	HP PROLIANT DL360 G6	4	INTEL XEON 2.0 GHZ	8GB	2*300
2	DESKTOP (AMD)	HCL AMD ATHLON	79	AMD ATHLON	2 GB	160 GB
		INTEL I3	14		2 GB	320 GB
		TOTAL	93			
3	ROUTER	CISCO 2900 ROUTER	2			
4	SWITCH 24 PORT	CISCO SWITCH WS-C 2960-24TC	7			
		CISCO WS-C 3750 G-24TS	2			
		D-LINK 8 port	3			
		D-LINK 16 PORT	1			
		D-LINK 24 port (DGS-3100-24)	1			
5	RPS	CISCO RPS 2300 C3K-PWR-750WAC	9			
6	MEDIA CONVERTER		8			
7	AMS CARD READER	SYNEL SY-765	6			
8	PRINTERS	CANON-ICMF 4370DN	1			
		CANON-LBP 6650	2			
		HP-LJP1606 DN	6			
		HP LAJER JET (1022/12A)	1			
		HP LAJER JET 1007/88A	2			
		HP LAJER JET 1320N	3			
		SAMSUNG ML-2581N	2			
		HP LASER JET 1320N	2			
		CANON LBP-2900B	1			
		SAMSUNG SF-651-P	3			
		HP LASER JET M1213-NF MFP	1			
		HP laser jet Pro 200 color 1	1			
		HP DESK JET 855C AND 852B	1			
9	UPS 1 KVA	EMERSON	1			
	3 KVA	EMERSON-LIEBRT	5			
	6 KVA	EMERSON-LIEBRT	2			
		APC	1			

10	RACK 42U		1			
	15U		6			

SPMCELL

ANNEXURE-VIII

IT INFRASTRUCURE -CNP NASIK						
SR. NO	ITEM	MODEL	QTY	CONFIGURATION		
				PROCESSOR	RAM	HARDDISK
1	SEVERS	HP PROLIANT DL360G6	4	INTEL XEON CPU	8GB	2*300
2	DESKTOP (AMD)	AMD	144		2GB	160
	DESKTOP (INTEL I3)	INTEL I3	116		2GB	
		LENOVO	61	DUAL CORE	1 GB	160 GB
		HP PAVILLION	1	CORE I7	8 GB	01 TB
		TOTAL	322			
3	ROUTER	CISCO-2911	2			
		CISCO 1841-WIC-2T,WIC-1B S/T	1			
4	CISCO SWITCH (24 PORT)	CISCO WS-C2960-24TC-L	17			
		D-LINK SWITCH 24 PORT 10/100 DES 1024D UNMANAGED SWITCH	8			
		D-LINK SWITCH 16 PORT 10/100 FE-DES-1016D	10			
		CISCO L3 SWITCH, CATALYST 3750 24 10/100 + 2 SFP + IPB IMAGE	1			
5	RPS	RPS2300 CISCO	17			
6	CISCO SWITCH 8 PORT	SF300-08	2			
7	MEDIA CONVERTER (SINGLE MODE)	MCS-1100B,MCS-1100A,MC11CS(VER 3.0)	24			
		ACCTON CHEETAH SWITCH - 3002A	10			
8	AMS READER	SYNEL SY-765	39			
9	PRINTERS	CANON 6650DN-2,2)CANON MF4370DN-1	3			
	HP	HP 5510	1	ALL IN ONE		
		HP 2055 DN	1			
		HP 1606	2			
		HP P1007	1			
		HP 1522NF	1			
		HP M251	1			
		HP 1319F	1			
		HP M1005	22	MFP		

		HP 4700 DN	1		
		HP 5200N	1		
		HP 1025 CP	1		
		HP 226 D/N	2		
		HP 1536DN	1		
		HP 3055	1		
		HP 3015	1		
		HP 1100	1		
		HP 1022	2		
		HP 1015	1		
		HP 1007	1		
		HP 1010	3		
		HP 1020 & 1020 PLUS	34		
	CANON				
		CANON 4370DN	1		
		CANON LBP 6300DN	1		
		CANON LBP 300	1		
		CANON LBP 6650DN	3		
		CANON LBP 2900 & B	20		
	EPSON				
		EPSON STYLAS PHOTO R350	1		
		EPSON EPL 6200L	1		
		EPSON LQ 300 II	2	DMP	
	SAMSUNG				
		SAMSUNG ML-1610	2		
		SAMSUNG SCX 37016	1		
10	UPS				
	1KVA	EMERSON	5		
	3 KVA	EMERSON	10		
	6KVA	EMERSON-1 APC:-02	3		
	1KVA	APC	2		
	3 KVA	ONLINE UPS	3		
	6 KVA	ONLINE UPS	2		
11	RACK 42U		1		
	15U		6		

ANNEXURE-IX						
IT INFRASTRUCTURE -BNP DEWAS						
SR. NO	ITEM	MODEL	QTY	CONFIGURATION		
				PROCESSOR	RAM	HARDDISK
1	SEVERS	HP PROLIANT DL360G6	4	INTEL XEON 2.GHZ CPU	8GB	2*300
		HP PROLIANT XEON	1			
2	DESKTOP (AMD)	HCL AMD ATHLON	117	2.7 GHZ AMD ATHLON	2GB	160GB
	DESKTOP (INTEL I3)		105	3.3 GHZ CORE I3	2GB	320GB
		HCL	5	PENTIUM 4HT 3 GHZ	1GB	80 GB
			1	PENTIUM 4HT 3 GHZ	2 GB	80 GB
			5	PENTIUM 4HT 3 GHZ	512 MB	80 GB
			1	PENTIUM 4HT 1.75 GHZ	512 MB	400 GB
			1	PENTIUM 4HT 3 GHZ	256MB	80 GB
		HP	2	PENTIUM 4HT 3 GHZ	1 GB	80 GB
			1	PENTIUM 4HT 3 GHZ	256MB	80GB
			5	PENTIUM 4 3 GHZ	1GB	80GB
			1	PENTIUM 4 3 GHZ	512MB	80GB
			1	PENTIUM 4 3 GHZ	2 GB	80 GB
		IBM	2	PENTIUM 4HT 3 GHZ	1GB	80GB
			3	PENTIUM 4HT 3 GHZ	512MB	80GB
			1	PENTIUM 4 3 GHZ	1GB	80GB
		LENOVO	1	PENTIUM 4HT 2.75 GHZ	1GB	160GB
			1	PENTIUM D 2.75 GHZ	2GB	80GB

			1	PENTIUM D 2.75 GHZ	2GB	160GB
			1	PENTIUM D 2.75 GHZ	1GB	80GB
		INTEX	2	CELRON 2.75	512MB	40GB
		TOTAL	257			
3	ROUTER	CISCO-2911	2			
4	CISCO SWITCH (24 PORT)	CISCO CATALYST 3750 G	2			
		CISCO WS-C 2960-24TC	12			
5	RPS	CISCO 2300 C3K-PWR-750 WAC	14			
6	CISCO SWITCH 8 PORT	CISCO SG300-10P	8			
		CISCO SF 300-08P	8			
	24 PORT	D-LINK	5			
		CISCO SYTEM; CATALYST EXPRESS 500	6			
		3-COM SUPER STACK-II SWITCH 1100	1			
7	MEDIA CONVERTER		24			
			2			
8	AMS READER	SYNEL 765	95			
9	PRINTERS	CANON LBP-6650	2			
		CANON MF4390	1			
		HP LASERJET 200 COLOR M251 PCL 6	1			
		HP LASERJET;1010	4			
		HP LASERJET;1020	30			
		HP LASERJET 1020 PLUS	20			
		CANON LBP2900	12			
		CANON 6650 DN	2			
		HP LASERJET 1160 DN	2			
		HP LASERJET 1320	1			
		HP LASERJET;1536 DNF	8			
		CANON 4370DN	1			
		HP OFFICEJET J5508 ALL IN ONE PRINTER	1			
		HP LASERJET 401 DN	1			

		HP LASERJET 2420 DN	1			
		HP LASERJET 1522 NF	1			
		HP OFFICEJET 5610 ALL IN ONE PRINTER	1			
		HP DESIGN JET 90 PLOTTER/PRINTER	1			
		HP SCANJET 8390 SCANNER	1			
		HP SCANJET 200 FLATBED SCANNER	1			
		HP 1606 DN LASER PRINTER	1			
		HP LASER JET M1005	1			
		HP 3515 DESKJET PRINTER	1			
		WIPRO LQ 1050+ DOT MATRIX	2			
10	UPS					
	1KVA	EMERSON	9			
	3 KVA	EMERSON	6			
	6KVA	APC SURT6000UXI	1			
		EMERSON NXR- 6KVA	7			
11	RACK 42U	42U	1			
	15U	15U	19			
		18U	2			
		12U	3			

ANNEXURE-X

IT INFRASTRUCTURE -ISP NASIK						
SR. NO	ITEM	MODEL	QTY	CONFIGURATION		
				PROCESSOR	RAM	HARDDISK
1	SEVERS	HP PROLIANT DL360G6	4	INTEL XEON 2.GHZ CPU	8GB	2*300
2	DESKTOP (AMD)	AMD	179	ATHLON-II	2 GB	150GB
	DESKTOP (INTEL I3)	INTEL I3	40	CORE I3	2 GB	300GB
		HP	10	P4	1 GB	80 GB
		LENOVO	60	P4	512 MB	80 GB
		ACER	30	P4	256 MB	80 GB
		TOTAL	319			
3	ROUTER	CISCO-2911	2			
	UNIT	CISCO-2911	2			
4	CISCO SWITCH (24 PORT)	WS-C2960-24TC-L	19			
5	RPS	CISCO RPS 2300 C3K-PWR-750WAC	19			
6	CISCO SWITCH 8 PORT	SF300-08	7			
	8-PORT	ACCTON ES3008T	4			
	16 PORT	DLINK DES 1016 D	1			
	24 PORT	DLINK DES 1024 D	2			
7	MEDIA CONVERTER	MCS-1100A,100BASE TX CONVERTER	20			
8	AMS READER	SY-765	38			
9	PRINTERS	CANON(3)/HP(1)	4			
	LASER	HP 1020	30			
		HP1008	30			
		HP 1015	10			
		HP1007	10			
		CANON2900B	20			
	INKJET	HP 845C	2			
		HP 3550	4			
		HP 3420	2			
		HP 4168	2			
	DOT-MATRIX	WIPRO 1070+DX	35			
		EPSON 1150 II	5			
10	UPS					
	1KVA	EMERSON	8			
	3 KVA	EMERSON	5			
	5KVA	APC	1			
	6KVA	EMERSON	14			
11	RACK 42U		3			
	15U		18			

ANNEXURE-XI

IT INFRASTRUCTURE - SPP HYDERABAD

S.NO	ITEM	MODEL	QUANTITY	CONFIGURATION		
				PROCESSOR	RAM	HARDDISK
1	SERVERS	HPDL 360 GG	4	INTEL XEON	8 GB	600 GB
		IBM E-SERVER X226	1	INTEL	3 GB	160 GB
		HP PROLIANT ML350 GHP	1	INTEL	1 GB	160 GB
		HP PROLIANT ML110G6	1	INTEL	4 GB	1 TB
		WIPRO	1	WIPRO NET POWER	1 GB	80 GB
		IBM 8123L	1	INTEL	1 GB	80 GB
2	DESKTOPS(AMD)	HCL	85	AMD ATHLON	2 GB	150 GB
	DESKTOPS(INTEL I3)	HCL	20	CORE I3	2 GB	300 GB
	DESKTOPS(SPP)	HP/IBM/COMPAQ	22	INTEL	256 MB	80 GB
	DESKTOPS(SPP)	HP/IBM/COMPAQ	28	INTEL	1 GB	160 GB
		TOTAL		155		
3	ROUTERS	CISCO 2900	2			
	ROUTERS	D-LINK	1			
4	CISCO SWITCH(24 PORTS)	CISCO 2960	7			
	CISCO SWITCH(24 PORTS)	CISCO 3750	2			
	CISCO SWITCH(8 PORTS)		NIL			
	SWITCH(16 PORTS)	D-LINK	2			
	SWITCH(24 PORTS)	D-LINK	1			
5	RPS	CISCO 2300	9			
6	MEDIA CONVERTER	HTB-1100S	8			
7	AMS READERS(RFID)	SYNEL-AND SY-765	19			
	AMS READERS(BIO-METRIC)	ACTATEK ACTA-1K-FS-E	20			
8	PRINTERS	HP LASERJET 1606DN	2			
		HP LASERJET 1530MFP	1			
		CANON LBP 6650	2			
		CANON MF4370DN	1			
		HP LASERJET PRO 200	1			
		TVS 355	5			
		TVS 455 XL	8			
		HP DESKJET	4			
HP OFFICE JET PRO 3610	1					

		HP LASERJET	22			
		ZEBRA PRINTER	1			
		EDI SECURE	1			
9	UPS					
	1KV	APC	1			
	3KV	EMERSON	3			
	5KV	APC	1			
	6KV	EMERSON	5			
	3KV	POWER ONE U302	2			
10	RACK 42U	HCL	1			
	RACK 15U	HCL	6			
	RACK 9U		4			

ANNEXURE-XII

IT INFRASTRUCTURE -SPM HOSHANGABAD						
SR NO	ITEM	MODEL	QTY.	CONFIGURATIONS		
				PROCESSOR	RAM	HARD DISK
1	SERVER	HP DL 360 G6	4	INTEL(R)-XEON(R)	8 GB	300 GB X2
		HCL INFINITI GLOBAL LINE 2360	1	X86 FAMILY 6 MODEL 8 STEPPING	256 MB	40 GB
		HCL	2	INTEL(R)XEON	4 GB	500 GB
2	DESKTOP(AMD)	HCL INFINITY ORBITAL	117	AMD ATHLON II	2 GB	160 GB
	DESKTOP(INTEL I3)	HCL INIFINITY M A380 PRO	45	INTEL CORE I3	2 GB	320 GB
		HCL	29	P-IV	512 MB	40 GB
		HCL	2	CELERON	1 GB	40 GB
		HCL	4	CORE 2 DUO	1 GB	160 GB
		HCL	6	DUAL CORE	2 GB	500 GB
		HCL	8	I3	2 GB	500 GB
		HP/COMPAQ	3	CORE 2 DUO	1 GB	160 GB
3	ROUTER	CISCO 2911(2900 SERIES)	2			
4	CISCO SWITCH 24 PORT	WS-C3750G-24TS	2			
		WS-C2960-24TC	8			
5	RPS	CISCO-C3K-PWR-750WAC	10			
6	CISCO SWITCH 8 PORT	SF 300-08	21			
		HCL 24 PORT TMS-2GCS	1			
		HP 8 PORT	2			
7	MEDIA CONVERTOR	10/100 BASE-TX-CONVERTOR	50			
8	AMS READER	SYNEL SY-765	38			
9	PRINTER					
		CANON LBP 6650 DN	2			
		CANON ICMF 4370 DN	1			
		HP LASERJET P1606 DN	16			
		HP LASERJET 1536 DNF MFP	1			
		HP LASERJET PRO 200 COLOR M 251N	1			
		HP LASERJET 1136	15			
		HP LASERJET 1005	9			
		HP LASERJET 1319	1			
		HP LASERJET 1020	8			

		HP LASERJET 1120	2			
		CANON LBP 2900	19			
		CANON LBP 6750	2			
		HP LASERJET 3050	1			
		EPSON L 200	2			
		HP LASERJET 1007	1			
		HP LASERJET 1010	2			
		HP LASERJET 1160	1			
		HP LASERJET 1008	2			
		HP LASERJET 1213	1			
		SAMSUNG 1450, 1676	2			
		BAR CODE PRINTER TSC ME340	1			
		HP 1000	1			
		HP LASERJET 1025 COLOR	1			
10	UPS					
	1 KVA	EMERSON	12			
	3 KVA	EMERSON	9			
	5 KVA	APC SMART - UPS, RT- 6000	1			
	6 KVA	EMERSON	3			
11	RACK 42 U	VAL RACK	1			
	RACK 15 U	VAL RACK	23			
SR NO	ITEM	MODEL	QTY	COFIGURATION		
				PROCESSOR	RAM	HARD DISK
1	DESKTOP	ACER VERITON M200- H81	73	INTEL CORE I3	2 GB	500 GB
2	SWITCH 24 PORT L3	D-LINK DGS 3620 28 TC	2			
	SWITCH 24 PORT L2	D-LINK DGS 3120 24 TC	8			
3	MEDIA CONVERTOR	D LINK 1000 BASE-T	3			
4	SMF MODULE	D LINK DEM-300GT 1.25 GBPS/SM/3.3.V	18			
5	PRINTER					
	HP LASERJET PRO 400	M401 DN	10			
	HP LASERJET PRO 400	M425 DN MFP	23			
6	UPS					
	800 VA	UNILINE	73			
	ONLINE 1 KVA RACK MOUNTABLE	UNILINE	9			
7	RACK 42 U	D LINK	1			
	RACK 12 U	D LINK	8			

SR NO	ITEM	MODEL	QTY.	COFIGURATION		
				PROCESSOR	RAM	HARD DISK
1	SERVER	HCL INFINITI GLOBAL LINE 2360	1	X86 FAMILY 6 MODEL 8 STEPPING	256 MB	40 GB
		HCL	2	INTEL(R)XEON	4 GB	500 GB
2	DESKTOP	HCL	29	P-IV	512 MB	40 GB
		HCL	2	CELERON	1 GB	40 GB
		HCL	4	CORE 2 DUO	1 GB	160 GB
		HCL	6	DUAL CORE	2 GB	500 GB
		HCL	8	I3	2 GB	500 GB
		HP/COMPAQ	3	CORE 2 DUO	1 GB	160 GB
		TOTAL	52			
3	SWITCH	HCL 24 PORT TMS-2GCS	1			
4	SWITCH	HP 8 PORT	2			
5	PRINTER					
		HP LASERJET 1136	15			
		HP LASERJET 1005	9			
		HP LASERJET 1319	1			
		HP LASERJET 1020	8			
		HP LASERJET 1120	2			
		CANON LBP 2900	19			
		CANON LBP 6750	2			
		HP LASERJET 3050	1			
		EPSON L 200	2			
		HP LASERJET 1007	1			
		HP LASERJET 1010	2			
		HP LASERJET 1160	1			
		HP LASERJET 1008	2			
		HP LASERJET 1213	1			
		SAMSUNG 1450, 1676	2			
		BAR CODE PRINTER TSC ME340	1			
		HP 1000	1			
		HP LASERJET 1025 COLOR	1			

*******End of Tender Document*******