



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/5321431
Dated/दिनांक : 05-09-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	16-09-2024 16:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	16-09-2024 16:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Economic Affairs
Organisation Name/संगठन का नाम	Security Printing And Minting Corporation Of India Limited (spmci)
Office Name/कार्यालय का नाम	Janpath
Item Category/मद केटगरी	Hiring of Professionals for Cloud, Network and Security - Data Centre related roles; System Administrator; 3 years and Less than 6 years , Hiring of Professionals for Cloud, Network and Security - Data Centre related roles; System Administrator; 1 year and Less than 3 years
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	4 Lakh (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

Bid Details/बिड विवरण	
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	Yes
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Single Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	972000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	Indusind bank
EMD Amount/ईएमडी राशि	20000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	Indusind bank
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

CHIEF GENERAL MANAGER]
IDA Phase-II, Cherlapally, Hyderabad, 500051, Telangana, India
(India Government Mint, Hyderabad)

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Payment Terms:Payment shall be made on monthly basis after submission of bills & documents and its

approval from the competent authority.

Scope of Work:[1724411187.pdf](#)

Hiring Of Professionals For Cloud, Network And Security - Data Centre Related Roles; System Administrator; 3 Years And Less Than 6 Years (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of roles	Data Centre related roles
Role	System Administrator
Relevant experience in years	3 years and Less than 6 years
Deployment of resource	Onsite
Qualification Stream	Graduate BE/B.Tech in IT/Computer Science and Postgraduate - MCA/MTech with specialization in computers /electronics /IT or M.Sc.in CS/IT
Certification requirement for deployed resource	CCNA or MCSE
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources as per role selected	Additional Requirement/अतिरिक्त आवश्यकता
1	ANU SATYA DURGA HIMABINDU TENTU	500051,India Govt Mint, IDA, Phase-II Cherapally, (R.R district) Hyderabad , Telangana	1	<ul style="list-style-type: none">Number of months for which resource(s) needs to be deployed during contract period : 12

Hiring Of Professionals For Cloud, Network And Security - Data Centre Related Roles; System Administrator; 1 Year And Less Than 3 Years (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	

Specification	Values
Type of roles	Data Centre related roles
Role	System Administrator
Relevant experience in years	1 year and Less than 3 years
Deployment of resource	Onsite
Qualification Stream	Relevant Graduate degree - BCA, B.Tech, B.Sc(CS/IT), or any Graduate with Diploma in Computers
Certification requirement for deployed resource	Hardware training certificate
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources as per role selected	Additional Requirement/अतिरिक्त आवश्यकता
1	ANU SATYA DURGA HIMABINDU TENTU	500051,India Govt Mint, IDA, Phase-II Cherapally, (R.R district) Hyderabad , Telangana	2	<ul style="list-style-type: none"> Number of months for which resource(s) needs to be deployed during contract period : 12

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Forms of EMD and PBG

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

India Government Mint, Hyderabad(A unit of SPMCIL)
payable at
Hyderabad

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy

to the Buyer within 5 days of Bid End date / Bid Opening date.

3. **Forms of EMD and PBG**

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C (Name of the Buyer). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

4. **Forms of EMD and PBG**

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

India Government Mint, Hyderabad(A unit of SPMCIL)
payable at
Hyderabad

. Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

5. **Forms of EMD and PBG**

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

India Government Mint (A unit of SPMCIL)- Collection A/C
Account No.
201003484303
IFSC Code
INDB0000004
Bank Name
INDUSIND BANK
Branch address
0004-Hyderabad

. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

6. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

India Government Mint, Hyderabad(A unit of SPMCIL)
payable at
Hyderabad

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

7. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

India Government Mint, Hyderabad(A unit of SPMCIL)
A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

8. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

India Government Mint (A unit of SPMCIL)- Collection A/C

Account No.

201003484303

IFSC Code

INDB0000004

Bank Name

INDUSIND BANK

Branch address

0004-Hyderabad

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

9. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

Subject: Hiring 3 nos. IT Manpower on outsource basis

A. Scope of Work and Justification of Procurement

To maintain & support for the entire IT desktop and printer support, for a period of one year from the date of issue of contract. The bidder has to deploy three IT support engineers (One Senior IT support Engineer & two IT support Engineers) to provide the day to day to IT support for the existing IT infrastructure at IGM , Hyderabad. The manpower Support will be provided during shift operations on all working days in a suitable resource combination. The scope of works of deployed engineers should be Monitoring, Maintenance and Management of the entire IT Infrastructure at IGM, Hyderabad.

The activities need to be done by the IT Support engineers are mentioned below but not limited to these.

- i. Resolving day to day desktop related issues.
- ii. Updating Patches (windows, antivirus etc.).
- iii. Hardware Maintenance.
- iv. OS maintenance and updates.
- v. Maintenance of Server Racks.
- vi. Ensuring that latest patches/ workarounds for identified vulnerabilities are applied immediately.
- vii. Security Management (Monitor & Maintain Antivirus updates).
- viii. Bug Fixing.
- ix. Proactive and reactive maintenance, repair and replacement of defective components (IT and Non-IT / Hardware and Software).
- x. Installation and re-installation of operating system in the server in the event of system crash/ failures/changes.
- xi. Regular monitoring and analysis of events and logs generated in the entire sub-systems including but not limited to servers, operating systems, security devices etc.

Identify vulnerabilities and action shall be taken in accordance with the results of the log analysis.

- xii. Provide integration and user support on all supported servers and data storage systems.
- xiii. Troubleshoot problems with web services, mail services, applications software, desktop/server relationship issues and overall aspects of a server environment.
- xiv. Hardening servers, in line with security policies including applying patches, firmware upgrade on various servers, storage, backup etc.
- xv. Manage and monitor server configuration, performance, and activity of all servers.
- xvi. Update all Document related to server configurations.
- xvii. Taking different type of backup and restoring them as and when required.
- xviii. Maintain AD server (Active directory server), so that user able to login into desktop.
- xix. Configuration and backup of network devices including documentation of all configurations.
- xx. Attending and resolving network failures. If required, coordinate with the MPLS service provider.
- xxi. Adoption of policies as defined by SPMCIL IS Policy from time to time.
- xxii. Configuration of firewall and backup.
- xxiii. Configuration of switches and routers.
- xxiv. Maintain routing table, for smooth operation of network.
- xxv. Hardening security of network devices in line with security policies including applying patches, firmware upgrades.
- xxvi. Installation/upgrade of anti-virus, updation and patching, and implementing various security policies.
- xxvii. Bandwidth management for improving network performance.
- xxviii. Software maintenance of the existing applications.
- xxix. Preparation of training manuals and scheduling user's training.
- xxx. Act as a system administrator by allocating/removing redundant user-id and passwords.
- xxxi. Ensuring strict compliance to the back-up schedules.
- xxxii. Day to day coordination with the user for software maintenance.
- xxxiii. Data Movement Support from one Network to another Network
- xxxiv. VC Support

B. Qualification and Experience

1. Senior IT Support Engineer: B.Tech (IT/CS/ECE) or MCA with 3 Years' experience in handling desktop /hardware/network related issues and he should have certification in CCNA or MCSE
Or
B.sc. (IT, Computer Science)/BCA/Diploma(IT/ECE/Computer Science/EEE) With minimum 5 Years' experience in handling desktop /hardware/network related issues and he should have certification in CCNA or MCSE.
2. IT Support Engineer: B.Tech (IT/CS/ECE) or MCA
OR

B.sc. (IT, Computer Science)/BCA/Diploma (IT/ECE/Computer Science/EEE) Should have at least minimum 1 year of experience in handling desktop /hardware/network/printers related issues and should have completed hardware training certificate.

10. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Buyer Added Terms & Conditions

QUALIFICATION CRITERIA:

- I. For MSE's firm: Capability: The bidder must have capability to provide the relevant services.
- II. For other than MSE: Experience & Past Performance: The bidder should have experience of having successfully completed similar kind of services for the value at least Rs.4 lakhs, in any one of the last five years ending on 31.03.2023.
- III. The bidder should submit the acceptance of Scope of Work (SoW).
- IV. payment Terms: Payment shall be made on monthly basis after submission of bills & other necessary documents(if any) and its approval from competent authority of IGMH.

11. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

12. **Buyer Added Bid Specific SLA**

Text Clause(s)

All manpower deployed by the prospective vendor shall have valid Police verification Reports.

A penalty of Rs. 3000/- per day per manpower may be imposed for absence beyond two days without permission and without substitute.

If it is observed that the manpower supplied by the vendor is not as per requirement of IGM, Hyderabad, and are unable to perform, they shall be replaced immediately, upon intimation by IGM, Hyderabad Authorities.

If constant failure of the vendor is observed in fulfilling the contractual obligations, IGM Hyderabad shall take actions as per SPMCIL Procurement Manual as well as GeM SLA.

In their own interest, prospective bidders may be advised to have backup manpower for IGM, Hyderabad, and may timely initiate procedures for Police Verification of candidates, so that works proceed smoothly.

As India Government Mint, Hyderabad (A unit of SPMCIL) is a security sensitive organization, vendor will be responsible for following all extant guidelines and procedures mandated by Government of India and its agencies which are relevant to execution of the said contract.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाही का आधार होगा।

---Thank You/धन्यवाद---

