



SECURITY PRINTING AND MINTING
CORPORATION OF INDIA LIMITED

Tender Number:6000018840

INDIA SECURITY PRESS

(A Unit of Security Printing and Minting Corporation of India Limited)

Wholly owned by Government of India

Nashik Road - 422 101 (Maharashtra)

Tel No 00 91 253 2402200 ,Fax No 00 91 253 2462718

Email: purchase.isp@spmcil.com, Website: www.spmcil.com

Not Transferable

Security Classification: PAC

BIDDING DOCUMENTS FOR HIRING OF ON CALL BASIS SERVICES FOR TRACK AND TRACE SYSTEM.

Tender Ref No. 6000018840/SY-15-13(04)/2024

Date 13/06/2024

This Tender Document contains ___ pages.

Tender Documents is ISSUED to:

M/s Fox Solutions Pvt Ltd.,
M9, MIDC Ambad,
Nashik 422 010

Details of Contact person in ISP regarding this tender:

Name: DIGANTA KUMAR DEKA

Designation: Addl. General Manager (Materials)

Address: India Security Press,
Nashik Road-422 101
Maharashtra
India

Phone : +91 253-2402219
Fax : +91 253-2462718
email : purchase.isp@spmcil.com



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Section I: Notice Inviting Tender (NIT)

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1. Sealed tenders are invited for supply of following goods and services:

S.No.	Brief Description of Goods/ services	Quantity (with unit)	Earnest Money	Remarks
1	HIRING OF ON CALL BASIS SERVICES FOR TRACK AND TRACE SYSTEM.	25 AU	Not applicable	Offer to be submitted by 28.06.2024
Type of Tender (Two Bid/ POB/ EOI/ RC/Development/Indigenization/ Disposal of Scrap/ Security Item etc):		ONE-BID PROPRIETARY ARTICLE CERTIFICATE		
Dates of sale of tender documents:		From to during office hours		
Place of sale of tender documents:				
Closing date and time for receipt of tenders:		28.06.2024 up to 14:30:00		
Place of receipt of tenders:		Green Gate, India Security Press, Nashik Road-422 101, Maharashtra, India		
Time and date of opening of tenders:		15:00 Hours on 28.06.2024		
Place of opening of tenders:		India Security Press, Nashik Road-422 101, Maharashtra, India		
Nominated Person/ Designation to Receive Bulky Tenders (Clause 21.21.1 of GIT):		Manager (HR), India Security Press, Nashik Road-422 101, Maharashtra, India		

India Security Press, Nashik invites the quotation/ Proforma Invoice for the Procurement of items as mentioned below. You are therefore, requested to send the quotation cum proforma invoice for the same on or before closing date and time for receipt of tender by Fax & Mail, and sent original copy by Post/ Courier. The quotation cum Proforma Invoice may be sent in the favour of the "The Chief General Manager, India Security Press, Nashik" immediately containing the following:

Description of item: Hiring of call basis services for Track and Trace System.

(2) Offer should be valid for 120 days. The tender shall be opened as and when received.

(3) The following certificates are to be enclosed along with the quotation:

(a) That the prices offered are the best reduced rates and that the same item/ service is not supplied at a lower rate to any other organisation.

(b) That there is no agency commission involved in the supply and that no person is paid agency commission in India.

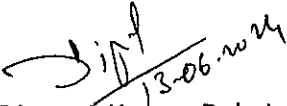


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- (4) Payment Terms: The services shall be availed as and when required basis and payment shall be made on monthly basis after acceptance of service and submission of Bill in quadruplicate by the bidder. Applicable TDS will be deducted from the bill.
- (5) Security Deposit: You have to submit 3% of the total cost of the Purchase Order against security deposit in the form of DD/ FDR/ Bank Guarantee drawn on any scheduled Commercial bank in India only in the favour of "India Security Press, Unit of SPMCIL" within 21 days from the date of issue of "Notification of Award of Contract (NAC)". The Security Deposit should remain valid for a period of 60 days beyond the date of completion of all contractual obligations including warranty, if any.
- (6) Delivery schedule: Approximate 25 visits in a year on Call basis.
- (7) The offer should be made on FPR ISP basis.
- (8) Right of Acceptance: The Chief General Manager, India Security Press, Nashik reserves the right to reject any or all tenders without assigning any reason thereof.
- (9) Liquidated Damages: 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, India Security Press, Nashik shall, without prejudice to other rights and remedies available to India Security Press, Nashik under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the ½% (0.5%) percent 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% of the delayed goods' or services' contract price(s).
- (10) Option Clause: The Chief General Manager, India Security Press, Nashik 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
- (11) This tender is being published on website, only as an abundant precaution and is not an open invitation to quote in the Tender. Participation in this tender is by invitation only and is limited to the selected Bidder for the item, to whom this tender has been sent by Post/ Courier. Unsolicited offers are liable to be ignored.

Yours faithfully,


(Diganta Kumar Deka)
Additional General Manager (Materials)
For & on Behalf of Chief General Manger,
India Security Press, Nashik
Phone No. 0253-2402219
Fax No. 0253-2462718
e-mail: purchase.isp@spmcil.com

To,

M/s Fox Solutions Pvt Ltd.,
M-9, MIDC, Ambad,
Nashik 422 010

Section II: Technical Specification

Sl No.	Description
1	Hiring of On Call Basis Services for Track and Trace System

Scope of Work:

1. The Track and Trace system at ISP, Nashik was supplied by OEM M/s Fox Solutions, Nashik. At present, the Track and Trace system is operational in Passport section (UNO and APMS) and Control section in ISP, Nashik.

2. The details of the system are as below:

Section	Machines	Components
UNO	Inlay Pasting Machine	RFID readers, Data Concentrator Units (DCU), Power Distribution Boxes (PDB), Hand-held rejecters, Gothic PC, Laser PC, Camera at gothic and laser station, Client PCs for UNO and APMS and encryption and signing utility PC.
	Stitching Machine	
	Casing Machine	
	Cutting Machine	
	Numbering Machine	
APMS	Inlay Testing Machine	
	Inlay Pasting Machine	
	Stitching Machine	
	Casing Machine	
QC	Numbering Machine (No 4)	
		Two Nos. of QC Rejection Stations (PC and associated peripherals)
UNO		Server
UNO and APMS		Combo Boxes

3. 1 Activity Unit (A)/call/task means "The work performed by the firm in resolving 01 issue".

4. On observing any issue with Track and trace system, respective stakeholder of ISP shall intimate M/s Fox Solutions through dedicated channel i.e. email or ticket reporting system.

Ticket reporting system: If the firm is maintaining any reporting/ ticketing system on cloud or internet, would request to provide a user to ISP, from where these issues can be recorded and tracked and assigned to the respective stakeholder for better and fast resolution of issues.

In case of any absence of ticket reporting system, a fixed format will be followed that will included all details of the occurred issued. The details will include the following fields:

Issue ID, Name of Issue, Reported By (from ISP, Nashik), Reported Date, Issue Description, Severity, assigned to (to be filled by the firm). This report has to be provided by the firm for tracking of the issue.

5. An **issue ID/ Complaint ID/ Ticket ID** will be created, that will consist of details of the issues report in a call.

6. On receipt of call, M/s Fox Solutions shall depute their representative to attend the call on same day or next working day at ISP.; i.e. within 48 hours of issue reporting.

7. M/s Fox Solutions representatives will visit ISP, Nashik with their toolkit (including laptop, etc) as per requirement and will work on the issues to analysis the problem and resolve it.

8. Any software patchwork/ code fixes and/ or software and/ or configuration and/ or system (OS, etc) up gradation that needs to be done to resolve an issue must be done by the firm in the same call (**Issue Id**) even if it consist of multiple visit's by the firm into the plant.
9. If there is any problem related to hardware, the hardware/ spares shall be provided by ISP and fitment and problem resolution to be done by M/s Fox Solutions in the same call.
10. If the spare is not available at that time, ISP shall procure the material and M/s Fox Solutions has to depute its representatives again (against the same call) to fix the issue.
11. The time consumed in providing the hardware from the point of hardware required placed to hardware handing over shall not be included in the resolution time.
12. The firm may require multiple visits to ISP, Nashik to complete the task related to a single call/ issue report. However, it will be considered as 01 AU/call/task only.
13. Due to the nature of work of ISP, Nashik, providing remote access will not be feasible during the whole process of issue resolution. Hence, the firm will be required to depute representative at ISP for every call at ISP, Nashik.
14. The firm should provide the permanent solution for the reported issue (issue ID), not a temporary fixes.
15. If same issue arise again, firm should resolve it within closed ticket of earlier reported issue ID.
16. The firm should provide the detailed Root Cause Analysis of reported issue. The Root Cause analysis should contain the following fields but not limited.
 - a. Time of reporting issue by ISP
 - b. Acknowledgement time by firm
 - c. Issue Description
 - d. Analysis
 - e. Resolution of the issue
 - f. Summary of resolution
17. The firm is expected to depute its representatives for 25 calls annually on call-basis as and when requested by ISP, Nashik. However, payment shall be made based on actual number of calls resolved by the firm.
18. On completion of the services, the Trace and Trace system shall be handed over back to ISP on good and healthy running condition by the firm. The firm should submit the police verification report to ISP for the employees of the firm who will attend the calls at ISP.
19. If the firm do not depute their representative within 48 hours as per para 6 of scope of work, the LD shall be levied as per SPMCIL Procurement Manual.
20. Penalty or LD charges for any other lack of services shall be applicable as per SPMCIL Procurement Manual.



Tender Number:6000018840

Section III: Price Schedule

(To be submitted along with the tender)

From:

To,

The Chief General Manager,
India Security Press,
Nashik (Maharashtra)-India
(A unit of Security Printing and Minting Corporation of India Limited)

Sub: Price bid for

Ref: Tender enquiry No. 6000018840/SY-15-13(04)/2024 dated 13.06.2024

Dear Sir,

We have received your tender enquiry cited above and we are pleased to enclose the following our commercial bid for kind consideration.

Sr. No.	Description of Items	Quantity Required	Unit of Measure	HSN Code	Per Unit Price	Total
1	Hiring of on call basis services for Track and Trace System	25	AU.			
					GST@.....	
					Grand Total	

Date:

Name & Signature

Seal of the Firm

Address:

Note:

- i) Price should be quoted exactly as per the format given above.**
- ii) Price bids with condition/ counter conditions are liable for rejection**
- iii) Firm has to quote the price within 2 decimal place. Quotation with price quoted beyond 2 decimal place is ignored.**