

Tender Number:6000019486

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: Non Security

BIDDING DOCUMENTS FOR HIRING OF NON-COMPREHENSIVE AMC SERVICE OF TRACK AND TRACE SYSTEM.

Tender Ref No. 6000019486/SY-15-13/2025

Date 07/11/2025

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: Priyanka Sharma

Designation: Dy. General Manager (TO) -PUR

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

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

Section I: Notice Inviting Tender (NIT)

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@spmcl.com, Website: www.spmcl.com

Tender Ref No. **6000019486/SY-15-13/2025**

Date: 07/11/2025

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 NON COMPREHENSIVE AMC SERVICE FOR TRACK AND TRACE SYSTEM.	01 AU	Not applicable	Offer to be submitted by 25.11.2025
Type of Tender (Two Bid/ PQB/ 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:		25.11.2025 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 25.11.2025		
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):		DGM (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 Non Comprehensive AMC Service 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.

Tender Number:6000019486

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

(4) Payment Terms: Payment shall be made on quarterly basis (25% of the AMC value) subject to minimum number of visits 03 visits quarterly. 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: The firm shall provide 40 visits of Service Engineers in a year, which may be utilized either for breakdown or for preventive maintenance. The firm will be required to depute representative at ISP for this maintenance visits.

(7) The offer should be made on FOR 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,



(Priyanka Sharma)
Dy.General Manager (TO) -PUR
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

Scope of Work:

Following components shall be covered under this AMC:

Section	Machines	Components
UNO	Inlay Testing 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 and all other components of entire track and Trace system
	Inlay Pasting Machine	
	Stitching Machine	
	Casing Machine	
	Cutting Machine	
	Numbering Machine	
APMS	Inlay Pasting Machine	
	Stitching Machine	
	Casing Machine	
	Numbering Machine (No4)	
QC		Two Nos. of QC Rejection stations (PC and associated peripherals)
UNO		Server
UNO and APMS		Combo Boxes
Any other components added during the period of contract		

2. M/s Fox Solution shall provide 40 visits of service Engineers in a year, which may be utilized either for breakdown or for preventative maintenance. The firm will be required to depute representative at ISP for this maintenance visits.

3. 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 telephone.

4. On receipt of call, M/s Fox Solutions shall depute their representative, to attend the call within next working day of raising the call. Prior to deputing their representatives, the firm may provide online support for initial assessment of the issue and resolve it online if possible. In case visit is required, the visit timings will be from 8.00 AM to 5.00 PM on the very next working day of raising the call. The timings and day of visit can be changed based on mutual agreement of ISP and M/s Fox.

5. 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 analyses the problem and resolve it. They will award permission to carry toolkit (Laptop etc) in ISP premises as per ISP/ SPMCIL procedures and policies. The firm should submit the police verification report to ISP for the employees of the firm who will visit for maintenance at ISP.

6. 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 during the visit. However, in case any third-party software is required that shall be provided by ISP, Nashik.
7. 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. 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 to fix the issue.
8. In a single quarter, M/s Fox will have at least 03 compulsory visits to ISP, Nashik either for preventative or breakdown maintenance. The dates and schedule of the preventive visit will be on consent of ISP, Nashik.
9. Apart from the 40 visits, M/s Fox shall provide Online support for the Track and Trace system at ISP and this will not be counted in 40 visits. The timing of the online support shall be from 08:00 AM to 05:00 PM. The proposed online and onsite support will not be available during weekly off and public holidays. During online support no remote access will be provided to Track and Trace Server, however, software patches/ code fixes/ configuration suggestion can be provided on isolated system from where the software patches / code fixes/ configuration files can be transferred to Track and Trace System by maintaining the airgap.
10. Support for internal/ 3rd party audit shall be part of the AMC, subject to maximum 2 visits. However, if number of visits exceeds 02 Nos., the additional visit for audit shall be consumed from balance number of visits of AMC.
11. Any audit observations provided by the auditors shall be cleared/ resolved and compliance will be given by M/s Fox. In case of any deviation, the necessary justification shall be prepared and submitted to ISP, Nashik by M/s Fox Solutions, Nashik.
12. After every visit/ service entry sheet needs to be provided by the firm at ISP, Nashik related to details of work done and Root Cause Analysis of issue includes issue description, analysis, Summary of resolution and suggestion, if any etc.
13. Payment shall be made on quarterly basis (25% of the AMC Value) subject to minimum number of visits i.e. 03 visits quarterly as mentioned in point # 8.
14. On completion of the services, the Track and Trace System shall be handed over back to ISP on good and healthy running conditions by the firm.
15. M/s Fox Solution is required to submit a Root Cause Analysis (RCA) following the resolution of any observations reported by the client i.e. ISP. The RCA should adhere to the standard format or provided by the client i.e. ISP. The RCA report

should contain Date of issue Reported by Client, initial identification of issue, Description of the issue, Corrective Actions Taken for Resolution. Root Cause Analysis, Lessons Learned.

16. M/s Fox Solution is required to submit an escalation matrix that includes the relevant contact information. Escalation matrix should be clear and accessible to ensure timely communication in the event of issues or concerns. M/s Fox Solution should ensure that all information is accurate and keep up to date in timely manner.

17. On raising the call, the firm shall take efforts to resolve the issue by online support. Further, if the issues are not resolved by online support and the firm opines that the visit of their service engineer is essential to resolve the issue, in that case the firm has to depute their representative within stipulated time from its reply on telephone/ email/ letter for confirmation of service engineer visit, until otherwise LD/ Penalty shall be levied as Per SPMCIL Procurement manual.

18. Penalty or LD charges for any other lack of services shall be applicable as per SPMCIL Procurement Manual.

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 Hiring of Non comprehensive AMC service for Track and Trace system.

Ref: Tender enquiry No. 6000019486/SY-15-13/2025 dated 07.11.2025

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 Non comprehensive AMC service for Track and Trace system.	01	AU.			
GST@.....						
Grand Total						

Date:

Name & Signature

Seal of the Firm

Address:

Note:

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

Section IV: Bank Guarantee Form for Performance Security

_____ [insert: Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: _____ [insert: Name and Address of ISP]

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

This guarantee will remain in force for a period of Sixty 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

.....

Name and designation of the officer

.....

.....

Seal, name & address of the Bank and address of the Branch

PART I & II: GENERAL INSTRUCTIONS Applicable to all Types of Tenders:

Please refer the link [Click here](#) or <https://spmCIL.com/uploaddocument/GIT3.0.pdf> for further details.

GENERAL CONDITION OF CONTRACT (GCC)

Please refer the link [Click here](#) or <https://spmCIL.com/uploaddocument/GCC3.0.pdf> for further details.

