



## NATIONAL INSTITUTE OF ELECTRONICS & INFORMATION TECHNOLOGY

(An Autonomous Scientific Society of Department of Electronics and Information Technology (DeitY),  
Ministry of Communications and Information Technology, Govt. of India)

Ref.No..1(29)/2013-NIELIT

November 11<sup>th</sup>, 2013

### **NOTICE INVITING TENDER FOR JOB WORK PERTAINING TO PRINTING, SCANNING AND OTHER OUTSOURCED SERVICES** **Schedule of Events**

Nature of the Work (Procurement of Services/Goods) Outsourcing	Printing, Scanning and related data processing activities
Details of Contact Person for clarifications/queries	Shri B.B. Dua, DD (Tech.) NIELIT Headquarters Electronics Niketan, 6, CGO Complex, New Delhi – 110003 Tel.: 24363936 Email: bbd@nielit.in
Cost of Tender Document (non-refundable)	Nil
Estimated cost of works over a period of one year	Rs.8-10 Lakhs
Earnest Money Deposit (EMD)	Rs.10,000/-
Publishing Date	11/11/2013
Website for downloading Tender Document, Corrigendum's, Addendums Etc.	<a href="http://www.nielit.in">http://www.nielit.in</a> , <a href="http://deity.gov.in">http://deity.gov.in</a> <a href="http://eprocure.gov.in">http://eprocure.gov.in</a>
Date & time upto which the queries/questions/objections including inspection of samples on the Tender Document will be received	29/11/2013, 17.00 hrs
Bid Submission Start Date & Time	11/11/2013, 10.00 hrs
Bid Submission Closing Date & Time	02/12/2013, 17.00 hrs
Technical Bid Opening Date & Time	03/12/2013, 11.00 hrs
Address where the Tenders are to be submitted	The Registrar NIELIT Headquarters Electronics Niketan, 6, CGO Complex, New Delhi – 110003
Venue for Technical Bid opening	NIELIT Headquarters
Date, Time and Venue of opening of Financial bids	Will be intimated later to the technically qualified bidders
Bid Validity	180 Days from the closing date of bid submission

**Sub.: Invitation of Bids for the job works pertaining to Printing, Scanning and other outsourced services.**

**TENDER CLOSES ON 02/12/2013 at 1700 hrs.**

Sir,

I take this opportunity to inform you that this Institute is looking to empanel a suitable vendor to share its workload with regard to Printing, Scanning and related data processing activities. In this regard, a Tender Document containing detailed scope of work, for which we are looking for the vendor and the terms and conditions for such empanelment/award of job, is enclosed at Annexure-I.

2. We would appreciate if you could submit your Technical and Financial bids in the prescribed Proforma enclosed with the Tender Document. Before submitting the quotation you must go through the terms and conditions stipulated in Annexure-I

3. In case you have any queries or want to see the samples of the articles/documents to be supplied/handled, you may contact the undersigned with prior appointment on any working day between 10.00 am to 4.00 pm before the closing date for submission of this Tender. Please note that the entire job has to be executed by the vendor at his own premises except for scanning of the OMR sheets, which would be undertaken at our premises by deploying the personnel and equipment of the vendor selected. Since our office is located in a building owned by Department of Information Technology, Ministry of Communications and Information Technology, Government of India, all security instructions/guidelines issued by the said Department will have to be strictly followed by the personnel of the vendors selected while visiting this Office.

4. Your Technical Bid in the proforma at Appendix - I and Financial Bid in the Proforma at Appendix II duly sealed in separate covers superscribed with "**Technical Bid**" and "**Financial Bid**", as the case may be, and then finally sealed in a single bigger cover superscribed with "**Quotation for Printing, Scanning and other outsourced services**" and addressed to Jt. Director (P&A.), NIELIT, Electronics Niketan, Ground Floor, 6, CGO Complex, New Delhi - 110 003 must reach this Office at or **before 17.00 hrs on 02/12/2013. The Technical Bids would be opened on 03/12/2013 at 1100 hrs. in this Institute.** If you so desire, you may depute your personnel for attending the Proceedings. The proposal received without Annexure –I duly signed will be treated as incomplete and hence liable to be rejected.

Yours Faithfully,

(B.B. Dua)  
Dy. Director (Tech.)  
Ph. – 24363936  
E-mail: [bbd@nielit.in](mailto:bbd@nielit.in)

**TENDER DOCUMENT FOR PRINTING, SCANNING AND OTHER  
OUTSOURCED SERVICES CLOSING ON 02/12/2013 AT 17.00 HRS. AND OPENING OF  
TECHNICAL BIDS ON 03/12/2013 AT 11.00 HRS**

**1. Background:**

1.1 National Institute of Electronics and Information Technology(NIELIT), an Autonomous Scientific Society of Department of Electronics and Information Technology [DeitY], Ministry of Communications and Information Technology, Govt. of India is implementing the DOEACC Scheme, which has been launched jointly by AICTE and Department of Electronics and Information Technology [DeitY], (Formerly Deptt. of Electronics) with a view to utilize the resources available with the Computer Training Institutions in the non-formal sector to provide quality Education and Training in the area of IT. The scheme consists of courses at four levels namely 'O' Level - Foundation, 'A' Level - Advance Diploma, 'B' Level - MCA level, 'C' Level – designed to be at par with M.Tech Level. The Institute conducts examinations twice a year in the months of January and July for all the above four Levels at more than 110 centres located all over India. Besides the career courses viz. O, A, B & C levels, the Institute offers a IT Literacy Course e.g CCC, BCC etc.

1.2 For appearing in the Examinations conducted by the Institute for O, A, B and C Levels, each candidate is required to get himself / herself registered with the Institute in advance by submitting his / her application by filling on-line Registration Form. However on acceptance of the Registration Form each candidate is issued with a laminated Registration Allocation Letter-cum-Identity Card. Approximately 20,000 Registration Allocation Letters-cum-Identity Cards are issued every six months.

1.3 Registered candidates can appear for NIELIT Examinations Each candidate wishing to appear for any of the Examinations is required to fill up the Examination Application Form in on-line mode.

1.4 NIELIT is looking for a vendor to provide the services listed in Scope of Work in this document. The entire job right from the stage of scanning of registration form, printing of Registration Allocation Letter-cum-I-card with envelope for posting these Cards and Printing of Blank OMR Sheets and other Data Processing Activities included in the Scope or Work in the Tender Document will be assigned to a single vendor selected on the basis of this tender process.

**2.Terms and conditions:**

2.1 The tentative time schedule for completion of the jobs shall be as under:

2.1.1 Data of Registration Application forms should be lifted by the vendor within 12 hours of receiving a call from NIELIT and should be scanned and returned alongwith I-Cards and DVDs containing scanned Images of I-cards as an when required by NIELIT. The Registration Forms will be lifted from NIELIT premises in the lots of mutually agreed quantities and will be returned alongwith the Registration Allocation-cum-Identity Cards and Scanned Images of Registration Forms and Identity Cards. One lot will be returned within seven days of collecting the Registration Forms and the data pertaining to the same.

2.1.2 The no. of mistakes in Registration Allocation-cum-Identity Cards beyond 1% shall attract a penalty at the rate of Rs.1.75 per mistake and the amount of penalty shall be deducted from the bills raised for the activity by the vendor. Any lot having more than 6% mistakes shall be summarily rejected and the vendor shall have to redo the whole lot without any extra payment.

2.1.3 The vendor shall submit the proof of the OMR Sheets within a period of two days from the date of request, oral or in writing. After approval of the proof, the vendor shall supply the OMR

Sheets for different Levels within 5 days of the oral or written request from the representative of NIELIT

2.1.4 As for Printing of Result Sheets, the entire job of printing for O Level shall be completed within 5 days and for other levels within two days each.

2.1.5 Regarding Scanning of OMR Sheets, the vendor selected will install the set up in NIELIT Premises within two days on oral request from NIELIT and shall complete the job within a period of seven days.

2.2. Each day of delay in completion of the job shall attract a penalty of 1% of the total cost of the particular activity delayed subject to a maximum 10%. For this purpose, Activities of Scanning, and supply of images in CDs / DVDs shall be treated as one activity. NIELIT reserves the right to cancel the order without any notice in addition to imposition of penalty as above in case of failure on the part of vendor to meet time schedules.

2.3 No mistakes in the scanning and data capturing/verification of OMR shall be allowed and each mistake shall carry the penalty @ 2% of the cost of scanning and verification subject to a maximum of 10%. In case the mistakes beyond above limits are noticed the entire job will be cancelled and no payment shall be made. In such an event NIELIT may also cancel the contract and forfeit the Security Deposits.

2.4 Incase the vendor selected fails to perform to the satisfaction of NIELIT, the NIELIT shall get the job done at the risk and cost of the vendor.

## **2.5 Payments:**

2.5.1 For the activities pertaining to Examination and Registration Forms, the payments shall be made on receipt of all deliverables against the bills of the vendor. The vendor can raise bills in parts as and when some lots of forms are processed and delivered back along with the DVDs wherever required such as containing images of the Identity Cards as also the duly laminated Registration Identity Cards and envelopes.

2.5.2 All payments shall be subject to TDS.

2.5.3 The rates quoted should be firm and in Indian Rupees. In case of any difference / discrepancy between the rates quoted in figures and words, the later shall prevail

2.5.4 Any overwriting / use of fluid, correction in tender document should be authenticated by the signatures of the authority signing the bids, failing which the bid may be rejected at the discretion of the Managing Director, NIELIT.

2.5.5 The bid should be valid for a minimum period of six months after the closing date for submission.

## **2.6 Scope of Work**

### **2.6.1 Registration**

2.6.1.1 Scanning of Registration Forms and supply of scanned images of Registration Form on DVD with an utility software to retrieve the Registration Forms based on Registration Nos. For the purpose, the selected vendor will be required to collect the Registration Forms from NIELIT in lots of mutually agreed quantities and return the same alongwith DVD containing scanned images of these Forms within seven days of collecting the Forms.

2.6.1.2 Printing, lamination and supply of Registration Allocation-cum-Identity Cards using the data from the database provided by NIELIT and the photographs and signatures taken from the scanned images of Registration Forms. Identity cards should be printed on two sides in 250 GSM white

papers. Lamination of Identity Cards should be done with 100 micron lamination sheets, detailed dimensions in inches given below:

- |    |   |   |                                 |
|----|---|---|---------------------------------|
| a) | Size before lamination                      | : | 5" x 3"                         |
| b) | Size After Lamination                       | : | 5.10" x 3.10"                   |
| c) | Seal (provided by NIELIT)                   | : | As per sample                   |
| d) | Photograph                                  | : | 1" x 0.75"                      |
| e) | NIELIT logo                                 | : | (As per relevant colour scheme) |
| f) | Scanned signatures of the issuing authority | : | Clearly legible                 |

2.6.1.3 The scanned images of these Cards will be provided in DVD with utility software to retrieve individual image based on Registration Numbers.

2.6.1.4 Printing and supply of Window Envelopes for dispatch of Registration Allocation-cum-I Cards. The envelopes should be made of Maplitho 80 GSM materials and should have a size of 4.00 x 6.00 inches

2.6.1.5 The Vendor shall get the sample I-card approved by NIELIT before generating the same.

2.6.1.6 These Cards alongwith Window Envelopes will be supplied within three days of handing over of the data by NIELIT.

## **2.6.2 Examination**

2.6.2.1 Printing of Result Sheets (with scanned photograph of the candidate) on 80 GSM paper, both sides printing, one side four color & back side single color printing for all the four Levels in different colours. The job work entails the complete printing of the Result Sheets, including the details of the candidate and the grade obtained by him/her, for which, the Result Data alongwith photograph shall be supplied to the vendor in CD-ROM. It shall be the responsibility of the vendor to supply the final Result Sheets within three days from the date of finalization of the Exam Data. It shall be the responsibility of the vendor to maintain absolute confidentiality of the data provided by the NIELIT and the vendor shall not share or disclose the data under any circumstances. Estimated no. of Result Sheets to be printed would be about 80,000. This quantity is purely indicative and may vary depending upon the no. of candidates admitted for Examinations.

2.6.2.2 The objective type answer sheets for O,A& B Level i.e printing of OMR Sheets are to be provided by the selected vendor. The OMR Sheets are required to be given to the candidates appearing in the Examination alongwith the Question Paper .After the completion of the Examination, these filled in OMR sheets are also to be scanned by the vendor. Estimated no. of OMR Sheets to be printed would be around 1.00 lakhs and those to be scanned would be about 80,000. This quantity is purely indicative and may vary depending upon the no. of candidates applying for Examinations and actually appearing in the Examinations.

2.6.2.3 The entire job of scanning is to be executed at NIELIT premises by the vendor selected and for this purpose, the vendor will deploy its manpower as well as the scanning/validation/verification infrastructure at NIELIT premises.

2.6.2.4 The quality of each item supplied under this contract should scrupulously match with the specifications indicated above, failing which, the supply shall be rejected and no payments will be made. In case NIELIT gets to know of the inferior quality has been supplied by the vendor only after using the item and having released the payment, the payments made shall be recovered from the vendor. It will be obligatory on the part of the vendor to surrender the payments received against the poor/inferior quality materials.

**2.7** Since the activities involved are operational in nature, placing firm orders every time may not be possible and as such the telephonic conversation or handing over the materials should be considered as firm order;

**2.8.** The estimated cost of the works over a period of one year is about Rs.8-10 Lakhs. This is, however, only indicative and subject to change as per actuals.

**2.9 Earnest Money Deposits:** Earnest money deposit (EMD) of Rs. 10,000/- by Demand Draft favouring NIELIT payable at Delhi must be attached with the offer (Appendix I). While the amount deposited by the unsuccessful bidders would be refunded within a month of the opening of the bids, the amount in respect of successful bidders shall be refunded after receipt of Security Deposits. In case the party selected backs out, the EMD shall be forfeited.

**2.10 Duration of contract:** The contract awarded shall be valid for a minimum period of two years and no change in rates shall be allowed, unless there is a price escalation of more than 10% in the market. The vendor, while seeking revision of rates shall give at least two months notice prior to commencement of activity pertaining to any Examination failing which the request shall not be considered for the particular examination commencing within two months and the vendor will have to do the job on the rates approved under this contract. The decision of the Managing Director, NIELIT on the matter of escalation of the costs shall be final. The vendor awarded the contract shall have to provide the services for the entire period and any failure on this account shall entail invocation of the Bank Guarantee in addition to any other action as may be deemed fit.

**2.11 Termination of the Contract:** Either party may terminate the contract by giving a notice of two months. However, in case the vendor gives the notice for termination, it will ensure that activities pertaining to any Examination are not commencing within two months. If any activity is likely to commence within two months of the date of notice given by the Vendor, it will be obligation of the vendor to undertake the job for that particular examination and for other Examinations, shall make appropriate arrangements.

**2.12 Security Deposits:** Successful bidder will have to provide a Security Deposit for an amount of Rs. 50,000/- approximately 6% of the value of estimated amount of annual business arrived based on estimated quantities involved and the rates quoted by the selected vendor. The Security Deposits can be submitted in the form of a Bank Draft/Pay Order or FDR or Bank Guarantee in favour of NIELIT payable at Delhi. The instrument furnished towards Security Deposits should be valid for a period of twenty six months from the date of award of the contract. The Security Deposits shall be invoked in case the contractor fails to meet their obligations under this contract.

**2.13** The contract shall be subject to Delhi jurisdiction. This document and the contract or job award letter issued as a result of the tender process shall be interpreted in terms of Indian Laws

**2.14.** All disputes arising out of this contract shall be settled amicably by NIELIT and the contractor. In the event of failure to reach amicable settlement, the same shall be settled by an Arbitrator appointed as per the provisions of Arbitration and Conciliations Act, 1956. The decision of the Arbitrator shall be final and binding.

**2.15** Incomplete quotation shall be summarily rejected. The Managing Director, NIELIT reserves the right to reject any quotation without assigning any reason.

**2.16** In case the vendor does not agree with any clause of this document it should be explicitly indicated against the relevant column of the proforma for submitting Technical Bid. The party must also indicate suitable replacement of the clause not agreed by it. A decision on the matter shall be taken by NIELIT on all points of disagreements before opening the Financial Bids. The NIELIT decision to accept or reject the suggestion shall be final and binding. In case the decision of NIELIT in the matter is not acceptable to the party, their Financial Bid would not be opened.

2.17 The vendor must furnish a Chartered Accountants' Certificate or signed copies of Balance Sheet as a proof of its turnover for 2009-10, 2010-11, 2011-12

2.18 The vendor must furnish details of PAN No., Service Tax No., Sales Tax, VAT No. and also attach a copy each of these documents with Technical Bid.

**2.19 Eligibility criteria:-**

2.19.1 The average annual turnover of the Bidder for past three years (2011-12, 2010-11, 2009-10) should be at least equal to 30% of the estimated tender price.

2.19.2 The bidder should have been in the business of providing Scanning and Data Processing Services for a minimum of 3 years.

2.19.3 During past two years (2011-12 and 2012-13), the bidder should have satisfactorily completed the similar contracts for either of the following:

- a) A single contract for a value of at 80% of the Tender Price; or
- b) Two contracts each for a value of 50% of the Tender Price; or
- c) Three contracts each for a value of 40% of the Tender Price.

**2.20 Procedure for submission of the proposal:**

2.20.1 The vendors desirous of being considered for empanelment with NIELIT shall have to submit its bid in two parts, viz., Technical Bid as per proforma at Appendix I and Commercial Bid as per proforma at Appendix II.

**2.20.1.1 Technical Bid** - All the columns, in the proforma should be duly filled and supporting documents e.g. DD towards EMD, proof of turnover, proof of commencement of Business, photostat copies of the job award letters from at least three customers being served in the business of providing Scanning and Data Processing Services for a minimum of 3 years with comprehensive list of such customers etc., must be submitted with this Bid.

2.20.1.2 Any overwriting/cutting/fluiding should be authenticated by the signatures of the individual, who has signed the Bid. Non-adherence will lead to rejection of the Bid.

2.20.1.3 A copy of this Tender Document with each page duly signed by the authorized signatory (who has signed the Bid), should be enclosed with the Technical Bid in token of bidders confirmation to accept the terms and conditions and other provisions contained in it.

2.20.1.4 Incomplete Bid shall not be considered and will be summarily rejected.

**2.20.2 Commercial Bid**- All columns of the proforma should be correctly and clearly filled.

2.20.2.1 Cost for each activity shown separately in the Appendix II must be indicated separately and combined rates for more than one activity shall not be accepted.

2.20.2.2 Any overwriting/cutting/fluiding should be authenticated by the signatures of the individual, who has signed the Bid. Non-adherence will lead to rejection of the Bid.

2.20.2.3 In case of difference in the values quoted in figures and words, the value quoted in words shall be taken as correct.

2.20.2.4 The vendors will have to quote for all items included in Appendix II

2.20.3 The Proforma for Technical Bid ( Appendix I) and Commercial Bid ( Appendix II) duly filled in, should be sealed in separate covers and respective covers superscribed with the statement **'Technical Bid'** or **'Commercial Bid'** as the case may be. The covers used must contain the name, address and telephone No. of the Bidder printed/written on the same.

2.20.4 The two sealed covers containing Technical and Commercial Bids sealed in a single cover superscribed with **"Quotation for Printing, Scanning and other outsourced services"** and addressed to the Registrar, NIELIT, Electronics Niketan, 6 CGO Complex, New Delhi - 110 003, must reach the addressee latest by the date and time indicated in the Schedule of event indicated in the covering statement of this Document.

## **2.21 Bid Evaluation Criteria:**

2.21.1 In the first instance the Technical Bids shall be opened by the authorized representatives of NIELIT in the presence of representatives of bidders, if available.

2.21.2 The date and time for opening of the Technical Bids is given on the top of this document;

2.21.3 The Bidders may depute their representatives for the Technical Bid opening event.

2.21.4 The Technical Bids will then be evaluated by NIELIT, internally;

2.21.5 Once the Technical Bids are accepted, the Commercial Bids of the vendors (whose Technical Bids have been accepted) shall be opened, the date for which shall be communicated to the vendors through e-mail/phone.

2.21.6 If any vendor so desires, it may depute its representative for Commercial Bid opening event also.

2.21.7 The L1 bidder will be arrived at by calculating the total cost of all the items included in based on the estimated quantities multiplied by the rates quoted. The L1 bidder will normally be awarded the contract. However, NIELIT reserves the right to ignore the L1 bidder for the reasons, to be recorded in writing.

2.21.8 The decision of the Managing Director, NIELIT shall be final and binding.

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## **APPENDIX I**

### **Proforma for Furnishing Technical Bid**

(Please go through the terms and conditions stipulated in Annexure - I before filling up this Proforma)

1. Name, Address and Telephone Number of :  
the Organization.
2. Date of commencement of Business (Please :  
furnish proof in support of your statement).
3. Status of the organization (i.e. whether :  
Proprietorship, Partnership, Private Limited /  
Public Limited Company, Registered under  
Societies Registration Act, etc.)
4. Registration Number of the Organization. :  
(Please attach Certificate of Registration /  
Incorporation).
5. Name of the C.E.O. / Proprietor :
6. Name, designation and address, including :  
phone/mobile number of the Contact Person.
7. Annual Turnover : 2009-10  
(Attach Photostat copies of Balance Sheet / 2010-11  
I.T. Returns / C.A.'s Certificate). 2011-12
8. Sales Tax / VAT No., if any (Must, if ST /VAT :  
is charged)
9. Service Tax No., if any (Must, if ST is :  
charged).
10. P.A.N. of the Organization :
11. Details of three prominent organizations served / being served with similar services (attach  
a comprehensive list).

Name & Address	Name & Phone No. of contact person	Annual cost of contract	Since when the services are being provided.

12. Details of E.M.D. (enclosed D.D.) : D.D. No. \_\_\_\_\_ dated \_\_\_\_\_ for  
Rs. ....../- drawn on \_\_\_\_\_ Bank in  
favour of NIELIT, payable at New Delhi.
13. Number of employees on the rolls of : Managerial :  
the vendor. Supervisory :  
Clericals :  
Others (please :  
specify)

14. Number of clients being served in and around Delhi on the date of submission of bid *(please enclose a comprehensive list with address and telephone numbers)*.
15. Details of contracts successfully completed-Information towards fulfillment of provisions under clause 2.19.3 of the Tender Document.(Please enclose copies of contracts/Purchase orders and satisfactory supply certificate from customer organisation)

**DECLARATION:**

- a) It is certified that the information furnished above is correct.
- b) We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. Disagreement and solution proposed has been listed in a separate sheet and being attached with this Bid. A copy of the Tender Document with its each page signed, in token of acceptance of the Terms and Conditions, is enclosed.
- c) We understand that the decision of the NIELIT to accept / reject “the points of disagreements and proposed solution provided by us” would be final and binding.
- d) The signatory to this bid is authorized to sign such bids on behalf of the organization.

**Signature:**\_\_\_\_\_

**Name:**\_\_\_\_\_

**Designation:**\_\_\_\_\_

**Seal of the Company:**\_\_\_\_\_

**Date:**\_\_\_\_\_

**Proforma for Commercial Bid**

1. Name & address of the Organisation :  
(including phone nos., e-mail id)
2. Rates offered per Unit (In Rupees):
  - A REGISTRATION**
    - i) Cost of scanning of Registration Application Form along with supply of DVD with scanned image of application(per form basis)
    - ii) Cost for Printing, Lamination and supply of Regn. Allocation-cum-Identity Cards(per I-Card basis)
    - iii) Cost of window-envelopes duly printed as per NIELIT's requirement for dispatch of I Cards (per envelope basis)
    - iv) Cost of DVDs containing images of Registration Allocation-cum-Identity Card and Registration Form.(per DVD)
    - v) Taxes if any
    - vi) **Sub Total- I**
  - B EXAMINATION (please indicate the rates per Sheet basis)**
    - i) Printing of Result Sheet
    - ii) Printing & supply of OMR Sheets
    - iii) Scanning of Examination OMR Sheets
    - iv) Any other costs to be levied(Give details)
    - v) **Sub Total – II**
3. **Grand Total (Sub Total –I + Sub Total –II)**

**It is certified that the information furnished above is correct to the best of our knowledge & belief.**

New Delhi

Signature\_\_\_\_\_

Dated \_\_\_\_\_

Name\_\_\_\_\_

Designation\_\_\_\_\_

Seal of the Organization\_\_\_\_\_