

Sub.: Invitation of Bids for the job works pertaining to Printing and Scanning of Examination Application Forms and related activities.

TENDER CLOSES ON 24 Feb 2012 at 1500 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 and supply of Examination Forms 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. A copy of the Tender Document is enclosed with this letter.

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

In case you want to see the samples of the articles/documents to be supplied/handled, you may contact the undersigned between 9.30 am to 5.00 pm on any working day. Please note that the entire job has to be executed by the vendor at his own premises except for scanning of DDs and OMR sheets, which would be undertaken at our premises. 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.

Your Technical Bid in 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 and Scanning of Application Forms**" and addressed to Dy. Director(Admn.), National Institute of Electronics and Information Technology [NIELIT], Electronics Niketan, Ground Floor, 6, CGO Complex, New Delhi - 110 003 must reach this Office at or **before 1500 hrs on 24 Feb 2012**. The Technical Bids would be opened on the same day (i.e 24 Feb, 2012) at 1700 hrs. in the Conference Room of this Society. If you so desire, you may depute your personnel for attending the Proceedings.

A copy of the Annexure -I containing terms and conditions must be submitted along with Proforma at Appendix -I duly filled in. Each page of the Annexure I submitted must be signed by the signatory of the quotation in token of acceptance of the terms and conditions. The proposal received without Annexure -I duly signed will be treated as incomplete and hence liable to be rejected.

Yours Faithfully,

(S.C. Dhyani)
Dy. Director (Admn.)
Ph. – 24365592
E-mail: scdhyani@doeacc.edu.in

**TENDER DOCUMENT FOR PRINTING, SCANNING AND OTHER
OUTSOURCED SERVICES CLOSING ON 24 February 2012 AT 1500 HRS. AND
OPENING OF TECHNICAL BIDS ON 24 February 2012 AT 1700 HRS.**

1. Background:

1.1 NIELIT, an autonomous Scientific Society of Department of Information Technology, Ministry of Communications and Information Technology, Govt. of India is implementing the DOEACC Scheme, which has been launched jointly by AICTE and Department of Information Technology (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 - M.Tech Level. The Society conducts examinations twice a year in the month 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 I.T. Literacy Courses 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 in the prescribed form. On acceptance of the Registration Form each candidate is issued with a laminated Registration Allocation letter-cum-Identity Card. Approximately 25,000 Registration Allocation Letters-cum-Identity Cards are issued every six months. Scanned images of registration forms as well as the I-Cards are required to be stored in DVD and handed over to authorized representative of NIELIT.

1.3 Registered candidates can appear for Examinations, which are conducted twice in a year by the Institute in the months of January and July. Each candidate wishing to appear for any of the DOEACC examinations is required to fill up an Examination Application Form (EAF). For each level a different EAF is required to be filled-in. ICR Technology is used to capture Data from all the EAFs received. The vendor selected will design the Forms to suit the ICR technology while keeping in view the requirement of the Institute. Copies of these Examination Forms can be seen by visiting DOEACC with prior appointment on any working day before the closing date for submission of this Tender.

1.4 The entire job right from the stage of scanning of registration form, printing of Registration Allocation Letter-cum-I-card with envelope, designing and printing of EAF as well as scanning the filled forms, conversion of scanned data into a database in the data structure to be provided by NIELIT, verification of the correctness of such data, printing of Attendance Sheet, etc. will be assigned to a single vendor selected on the basis of this tender process. The detailed scope of work is given in this Document.

2.Terms and conditions:

2.1 The vendor selected has to supply the Examination Forms printed by them in lots. However the following schedule in this regard will have to be adhered to:

Item	January Exams.	July Exams.
a) Proof of the Examination Forms for O/A/B/C/ Levels to be supplied by vendor	10th August	10th February
b) Proof of the Forms to be approved by the representative of DOEACC	12th August	12th February
c) 1 st lot consisting of 20% of the of the quantity ordered for O & A Level Forms	22nd August	22nd February
d) 2nd Lot of 20% of the quantity ordered for O & A Level Forms	2nd September	2nd March
e) 3rd and final lot of balance of the quantity ordered for O & A Level	20th September	20th March
f) 1 st Lot of 50% of the quantity ordered for B Level Forms	22nd August	22nd February
g) 2nd & final lot of balance of the quantity ordered for B Level Forms	5th September	5th March
h) C Level Forms to be supplied in single lot	2nd September	2nd March
i) Any additional quantity ordered	To be supplied within two days or oral order. Oral order will be followed by a written order.	

On completion of supply of Examination Forms for every examinations the representatives of Vendor will sit with the DOEACC Officers concerned and finalise a plan/schedule for scanning of the Forms, supply of Data as well as the scanned images and Attendance Sheets and data of Roll Nos. in PDF Format for posting on website in a manner required by this office.

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

2.2.1 All the printing jobs other than Examination Application Forms should be completed and reports made available to DOEACC within a weeks times from the date of the work order unless indicated otherwise by NIELIT.

2.2.2 Registration Applications Forms: Registration Application forms should be lifted in batches of 5000 forms 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 every alternative day.

2.2.3 Processing of Examination Application Forms for O/A/B/C Levels: Examination Application forms should be lifted in batches of 5000 forms by the vendor within 12 hours of receiving a call from NIELIT and should be scanned and returned along with validated data in the Data Structure provided by NIELIT and scanned images in DVDs every alternative days.

2.3. 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, verification and supply of data in Foxpro/MS Access and supply of images in DVDs shall be treated as one activity and supply of blank Examination Application Forms shall be treated as another activity. The Institute 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.

2.4 The no. of mistakes in data captured and supplied to NIELIT shall be restricted to barest minimum but in any case not more than 2%. Every mistake beyond 2% 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. The vendor shall ensure that under all circumstances the re-verified data is submitted within two days of the rejection of the lot by NIELIT.

2.5 In case the vendor selected to do the job fails to perform to the satisfaction of NIELIT, NIELIT shall get the job done at the risk and cost of the vendor and no claim whatsoever shall be entertained on this account.

2.6 Payments:

2.6.1 Examinations - O/A/B/C/ Levels: 90% of the payment towards printing and supply of Exam Application form for 'O', 'A', 'B' & 'C' level shall be made against delivery of the forms. While the balance 10% shall be released along with the payments pertaining to other related activities e.g., scanning, data capturing/verification, etc. for that particular Examination only after satisfactory completion of the job. Submission of data extracted from the filled in examination form and completion of printing of attendance sheet, Admit-Cards, Data for posting on website, etc., for a particular examination shall be treated as completion of the job.

2.6.2 Payments for scanning of Demand Drafts and the OMR Examination Sheets would be made on satisfactory completion of the job against pre-receipted Bills.

2.6.3 Registration: For the activities pertaining to Registration forms the payments shall be made on receipt of all deliverables against the pre-receipted 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 containing images of the Forms and the Identity Cards as also the duly laminated Registration Allocation-cum-Identity Cards and envelopes.

2.7 All payments shall be subject to TDS.

2.8 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

2.9 Any overwriting / use of fluid, correction in the Forms of Technical & Financial Bids should be authenticated by the signatures of the authority signing the bids, failing which the bid may be rejected at the discretion of the Executive Director, NIELIT.

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

2.11 Scope of Work

2.11.1 Registration

2.11.1.1 Scanning of Registration Application forms (front page only) and supply of scanned images in DVD with utility software to retrieve images on the basis of registration numbers

2.11.1.2 Printing, lamination and supply of Registration Allocation-cum-I Cards from the database (foxpro or MS Access) 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 of following dimensions [in inches]:

- | | | |
|--|---|-----------------|
| a) Size before lamination | : | 5" x 3" |
| b) Size After Lamination | : | 5.10" x 3.10" |
| c) Seal (provided by NIELIT) | : | 0.5" Diameter |
| d) Photograph | : | 1" x 0.75" |
| e) DOEACC logo | : | 0.5" Dia. |
| f) Scanned signatures of the issuing authority | : | Clearly legible |

2.11.1.3 Supply of I-card images in DVD with utility software to retrieve the images on the basis of registration number

2.11.1.4 Printing and supply of Window Envelopes for dispatch of Registration Allocation-cum-I Cards. The envelopes should be made of Maplitho 80 GSM (21.3 kg) materials and should have a size of 4.00 x 6.00 inches

2.11.1.5 The Vendor shall get the sample I-card approved by NIELIT before generating I-cards.

2.11.2 Examination

2.11.2.1 Design, Printing & Supply of blank O/A/B/C level Examination Application Form stapled in sets consisting of following parts:

- a) Examination form printed both sides on 100 gsm paper
- b) Guidelines for filling up the Form [2 A4 size sheets, one printed on both sides on maplitho paper].
- c) Envelopes with address of NIELIT printed on it (to be used by the candidates for submitting the filled Examination Application Form).

2.11.2.2 All the Forms shall be serial numbered by the vendor in consecutive nos. level-wise. NIELIT shall indicate the starting Sl. No. for each Level. Each document (Exam. Form) in a set shall bear the same serial No.

2.11.2.3 Examination Application Forms should be printed on 100 GSM paper and different colours should be used for different levels; Check List, and instruction sheet should be printed on 70 GSM paper, envelop should be of 100 GSM Craft paper (Star paper Mill) standard

2.11.2.4 Scanning of Examination Application Form (one sheet both side printed), Creation of Database in MS-Access or Foxpro

2.11.2.5 Supply of data & scanned images in DVD with a utility software to retrieve the images on the basis of registration numbers.

2.11.2.6 Along with Examination Forms, candidates submit Demand Draft towards Examination Fee. In many cases, these DDs cover the multiple Examination Forms. Thus, about 22,000 DDs are received in a particular Examination Cycle, which need to be scanned and the data processed for generating report for depositing the DDs in Bank. The vendor selected will have to carry out the scanning of DDs by bringing their personnel and scanning infrastructure at NIELIT premises. No cost whatsoever in connection with transportation, etc. of vendor's equipment will be made by NIELIT.

2.11.2.7 The Question Papers for O/A level Examinations have two parts i.e. Objective Type and Descriptive/Subjective Type. The answers for Objective Type Questions are given by the candidates on OMR sheets. These OMR sheets will be scanned for capturing the data under close supervision of NIELIT representative and data handed over to the representative of NIELIT. The vendor selected will have to carry out the scanning of OMR sheets by bringing their personnel and scanning infrastructure at NIELIT premises. No cost whatsoever in connection with transportation, etc. of vendor's equipment will be made by NIELIT.

2.11.2.8 Printing & supply of attendance sheet with photographs from the database given by NIELIT and photographs from scanned images of the application form.

2.11.2.9 Printing of Admit Cards (with scanned photographs and signatures of the candidates) on 70 GSM papers, both sides double colour printing for all the four Levels in different colours. The vendor will supply the optimized soft copies of the Admit Cards(in PDF format) along with a soft file in MS-Excel format containing the Registration numbers and the date of birth of all eligible candidates. This data shall be web enabled on the NIELIT Website to facilitate the candidates to download their Admit Cards.

2.11.2.10 Printing of Result sheets (with scanned photographs of the candidates) on 120 GSM papers, both sides double colour 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 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.

2.11.3 The estimated quantity of Examination Application Forms required to be printed for each level is as under

a)	'O' level	45,000 sets	Every six months
b)	'A' level	20,000 sets	Every six months
c)	'B' level	3,000 sets	Every six months
d)	'C' level	300 sets	Every six months

Note: The above quantity is only tentative and is subject to change.

2.11.4 Each examination forms for O/A/B/C Levels shall bear a unique serial number in consecutive order. The starting number of the forms for each level will be supplied by NIELIT. All examination forms and the envelope in a set shall bear the same number as in the sample forms, which can be inspected at NIELIT with prior appointment during working hours.

2.11.5 About 55,000 numbers of filled examination forms (in total for O/A/B/C levels) are likely to be received back duly filled in, which will be processed through ICR. This quantity is only indicative based on past experience and may vary from Exam to Exam.

2.11.6 The entire job of scanning is to be executed at the premises of the vendor selected and the NIELIT shall supply only Registration / Examination Application forms

2.11.7 The quality of each item supplied under this contract should scrupulously matched with the specification indicated above, failing which, the supply shall be rejected and no payments made. In case the Institute gets to know of the inferior quality has been supplied by the vendor only after using the item and having released the payments, 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.

2.12 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.

2.13. The estimated cost of the works over a period of one year is about Rs.10,00,000/-. This is, however, only indicative and subject to change as per actuals.

2.14. The volume of work in terms of quantities and costs indicated in this document are estimates drawn based on past experiences and the actuals may vary. No claim whatsoever on account of change/varioation in volumess would be entertained.

2.14 Earnest Money Deposits: Earnest money deposit (EMD) of Rs. 25,000/- by Demand Draft favouring NIELIT payable at Delhi must be attached with the Technical Bid (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 a Bank Guarantee for Rs.50,000/- from a Scheduled Bank towards the Security Deposits is received. In case the party selected backs out, the EMD shall be forfeited.

2.15 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 Executive 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.

2.16 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 subsequent Examinations NIELIT shall make appropriate arrangements.

2.17 Security Deposits: Successful bidder will have to provide a Security Deposit for Rs. 50,000/- in the form of a Bank Guarantee valid for a period of twenty six months from the date of award of the contract. The Bank Guarantee shall be invoked in case the contractor fails to meet their obligations under this contract.

2.18. The contract shall fall within the jurisdiction of legal authorities in Delhi.

2.19. Incase of any dispute, the decision of Executive Director, NIELIT shall be binding

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

2.21 A copy of this Annexure with each page signed in token of acceptance of the terms and conditions stipulated herein should be submitted with the Proforma for furnishing the Technical Bid without which the proposal shall be treated as incomplete.

2.22 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's decision to accept of reject the suggestion shall be final and binding. Incase the decision of DOEACC in the matter is not acceptable to the party, their Financial Bid would not be opened.

2.23 The vendor must furnish a Chartered Accountants' Certificate or signed copies of Balance Sheet as a proof of its turnover for 2008-09, 2009-10, 2010-11.

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

2.25 The vendor should be in the similar business for at least three years. Confirmation in this regard must be supported by documentary evidence, e.g. Certificate of Commencement of Business, Copy of order placed by reputed organization, etc.

2.26 Appendix I and Appendix II duly filled in with all enclosures should be sealed in separate envelopes duly superscribed with "**Technical Bid**" and "**Financial Bid**" as the case may be. These two envelopes may then be sealed in a bigger envelope superscribed with "**Tender for Printing & Scanning of Examination / Registration**" and addressed to Dy. Director(Admn.), National Institute of Electronics and Information Technology [NIELIT], Electronics Niketan, 6, CGO complex, New Delhi - 110 003 and submitted to this office on or before the closing date and time for submission of the Tender.

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 : 2008-09
(Attach Photostat copies of Balance Sheet / 2009-10
I.T. Returns / C.A.'s Certificate). 2010-11
8. Sales Tax / VAT No., if any (Must, if ST /VAT :
is charged)
9. Service Tax No., if any (Must, if ST is :
charged.[Furnish proof if exempted]
10. P.A.N. Number of the Organization / Owner :
(in case of proprietorship organization where
no P.A.N. has been issued in the name of
the organization).
11. Details of three prominent organizations served / being served with similar services

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

12. 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).

13. Number of employees on the rolls of the vendor. : Managerial :
Supervisory :
Clericals :
Others (please specify) :
14. Details of E.M.D.(enclose DD) : D.D. No. _____ dated _____ for
Rs.25,000/- drawn on _____
_____ Bank in
favour of NIELIT, payable at New Delhi.
15. Whether you have any point of disagreement with the terms and conditions stipulated in the Tender Document. If yes, please specify and also indicate suggested solution (if space is not sufficient, please attach separate sheet.) :

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 DOEACC 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:
A REGISTRATION
 - i) Cost of Scanning Registration Application Form along with supply of DVD with scanned images of application :
 - ii) Cost for printing & lamination of Reg. Allocation cum I-cards from database with material :
 - iii) Cost of window-envelopes duly printed as per DOEACC's requirement for dispatch of I Cards :
 - iv) Taxes if any :

- B EXAMINATION
 - i] Printing and supply of Exam Application forms O A B C Taxes, if any (please indicate the rates per set).
 - ii) Verification of Data and supply data as well scanning of filled-in Examination Forms, scanned images of application forms on DVDs with a utility software to retrieve forms on the basis of Registration Numbers.
 - iii) Printing of attendance sheet with photographs
 - iv) Printing of Admit Cards :
 - v) Printing of Result sheets :
 - vi) Scanning of DDs :
 - vii) Scanning of Examinations OMR Sheets
 - viii) Supply of optimized soft copy of Admit Cards [PDF format] alongwith a soft copy of data for Admit Cards.
- C Any other costs to be levied (Give details) :

New Delhi
Dated _____

Signature _____
Name _____
Designation _____
Seal of the Organization _____