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भारत सरकार / GOVERNMENT OF INDIA

पोत परिवहन मंत्रालय/ MINISTRY OF SHIPPING

सरकारी नौवहन कार्यालय / GOVERNMENT SHIPPING OFFICE

नव भवन, 10 , रामजीभाई कमानी मार्ग / NOU BHAVAN, 10, R.K. MARG,

बेलार्ड इस्टेट / BALLARD ESTATE,

मुम्बई / MUMBAI-400001

Government Shipping Office, Mumbai, an allied office under Directorate General of Shipping, is a Central Government Department, executing statutory work, intends to outsource the work of personalization of CDC, COC Booklets and Renewal Stickers for CDC & COC booklets to the eligible interested parties. Location of works at Government Shipping Office located in Mumbai, Kolkata, Chennai and Directorate General of Shipping, Mumbai.

The Shipping Master, Mumbai on behalf of the President of India invites tenders in sealed cover valid for 90 days from the date of opening of the tender from Indian Companies only, for personalization of CDC, COC Booklets and Renewal Stickers for CDC & COC booklets. The tender documents are available for sale at Government Shipping Office, Nav Bhavan, 10, Ramjibhai Kamani Marg, Ballard Estate, Mumbai — 400 001, on all working days from 1100 Hours to 1600 Hours. The complete Tender Documents are also available on DG Shipping website www.dgshipping.gov.in & <https://eprocure.gov.in>. The interested bidders can also download the Tender documents from aforesaid website at free of cost, however those who wish to purchase tender documents from the above office has to make a payment of Rs.2000/- (Rupees Two Thousand Only) through NTRP portal Bharatkosh and submit the receipt along with the cover letter to issue Tender Documents. The last date for submission of completed Tender Documents will be 07/11/2019 on or before 1500 Hours. The technical bids will be opened on 08/11/2019 at 1500 Hours.

(Name, Signature with stamp of the Bidder)

GOVERNMENT SHIPPING OFFICE,
NAV BHAWAN, 10, R.K. MARG
BALLARD ESTATE MUMBAI — 400 001

TENDER NO. 02/2019

TENDER DOCUMENTS
FOR
CDC, COC BOOKLETS AND RENEWAL STICKERS FOR CDC & COC BOOKLETS

(Name, Signature with stamp of the Bidder)

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(Name, Signature with stamp of the Bidder)

SECTION - A: TENDER NOTICE

1. Shipping Master, Government Shipping Office, Mumbai on behalf of the President of India, invites sealed tenders valid for a period of 90 days from the date of opening of the tender from Indian companies only, for "Personalization of CDC, COC Booklets and Renewal Stickers for CDC & COC booklets" Documents in all respects shall be submitted in a sealed cover superscribing name of the work on the cover to Government Shipping Office, Mumbai. The contract to selected agency shall be awarded initially for a period of three years, which can be extended for a further period of one year through mutual agreement.
2. The scope of the work includes personalization of CDC, COC Booklets and Renewal Stickers for CDC & COC booklets on prescribed pre-printed booklets provided by the department at following locations.
 - a) The Shipping Master, Government Shipping Office, Mumbai
 - b) The Shipping Master, Government Shipping Office, Kolkata
 - c) The Shipping Master, Government Shipping Office, Chennai
 - d) DG Shipping Office, Kanjurmarg, Mumbai
3. The tender document can be downloaded from DG Shipping's website www.dgshipping.gov.in and <https://eprocure.gov.in>. However, the completed bids/documents in all respects shall be submitted in a sealed cover superscribing name of the work on the cover to the Shipping Master, Government Shipping Office, Nav Bhavan, 10 Ramjibhai Kamani Marg, Ballard Estate, Mumbai — 400 001 on or before 1500 hours on the date as specified in the advertisement.
4. The completed tenders can also be sent through speed post with acknowledgement due/ courier to the aforesaid address mentioned at para 3 above, well in time as specified thereon. Late submission/receipt of tender documents will not be accepted.

(Name, Signature with stamp of the Bidder)

SECTION - B: ELIGIBILITY CRITERIA

1. Only Indian Companies are allowed to participate in the bidding.
2. The bidder must have handled Information Technology enabled services projects for the last three years 2016-17, 2017-18 and 2018-2019 and have a turnover from ITeS of more than One Crore rupees in each of the financial years. Bidder to attach audited balance sheets in support thereof.
3. Bidders, who have executed projects of handling secured documents for the Government, will be preferred. The bidder may submit the reference from the previous clients with regard to the quality and volume of work handled and adherence to the time schedules as per Annexure-D.
4. The offered equipment / technology for graphical personalization should have been successfully used in at least five countries for commercial production of ICAO Compliant Machine Readable Documents. Printers that are used for the production of non-ICAO compliant booklets will not qualify for this tender.
5. The bidder should be registered with GST and should have PAN number allotted by the Income Tax authority. A copy of GST Registration and copy of PAN Card should be submitted.
6. Bidder should produce Articles of Association & Memorandum of Association (in case of registered firms), Bye Laws and certificates of registration (in case of registered co-operative societies), Partnership deed (in case of partnership firms).
7. An undertaking (self certificate) that the bidder hasn't been blacklisted by a central / state Government institution and there has been no litigation with any government department on account of similar services.
8. Bidders should agree to set up and install the Printers, Laminators, Personalisation Software, necessary hardware at all the locations specified in Point No. 2 of Section — A. A Self Certificate agreeing to this clause and provide necessary manpower and software shall be attached along with the Bid
9. Only Bidders who will undertake the specified work at all the locations specified in point no. 2 of Section A will be qualified.

In order for their bids to be considered, the Bidders are requested to furnish documents for each of the above clauses.

(Name, Signature with stamp of the Bidder)

SECTION — C: BIDDING PROCESS

1. Bid Submission

a. Bidders are advised to study the Bid Document carefully. Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender Document or submission of a bid not substantially responsive to the tender document in all respects will be at the bidder's risk and may result in the rejection of the bid.

b. Draft amounting to Rs.5,00,000/- (Rupees five lakhs) towards EMD drawn on a scheduled commercial bank in favor of The Shipping Master, Government Shipping Office, Mumbai, payable at Mumbai may be submitted in an envelope. The envelope should be sealed and superscripted "EMD for Personalization of CDC, COC Booklets and renewal Stickers for CDC & CoC". The envelope should be addressed to the Shipping Master, Mumbai and submitted at Government Shipping Office, Nav Bhavan, 10 Ramjibhai Kamani Marg, Ballard Estate, Mumbai — 400001.

c. The bidder shall submit hard copies of tender to the office of the Government Shipping Office, Mumbai in two sealed covers (apart from online copy) marked "Cover 1" and "Cover 2". Cover 1 shall contain the EMD and technical bids. Cover 2 shall contain the price bids. In case Cover 1 is not submitted with EMD in proper form, the Cover 2 shall not be opened and rejected summarily. Both Cover 1 and Cover 2 are to be placed in a single cover. Duly sealed covers containing the hard copies of technical and financial bids are to be put in a separate single cover which should be sealed. Full name, postal address and phone/fax of the bidder shall be written on the bottom left hand corner of each of the sealed envelopes.

2. Earnest Money Deposit (EMD) and Tender Fee

a. The Bidders shall furnish, Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Five lakhs) in the form of Demand Draft / Bankers' Cheques, from a scheduled commercial bank, drawn in favor of Shipping Master, Mumbai payable at Mumbai. EMD of unsuccessful bidders shall be returned without interest after finalization of the tender and tender fee of Rs.2000/- is non-refundable.

b. The EMD of successful bidder shall be returned on submission of personal security deposit.

3. Forfeiture of Earnest Money Deposit/Security Deposit

The Earnest Money Deposit can be forfeited if a Bidder;

(a) Withdraws its bid during the period of bid validity

(Name, Signature with stamp of the Bidder)

(b) Does not accept the correction of errors.

(c) In case of the successful bidder fails to sign the contract within the stipulated time.

4. Pre bid meeting

Shipping Master, Mumbai will hold a pre bid meeting with the prospective bidders at 1100 hrs on 30/10/2019, which will be notified to the respective bidders, in the Government Shipping Office, Mumbai. Queries received, from the bidders, two days prior to the pre bid meeting will be addressed. The queries can be sent to Shipping Master, Mumbai through email at sm-mum-ship@gov.in.

5. Last date for submission of bids

a. Bids, complete in all respects, must be submitted by the due date and time. In the event of the specified date for the submission of Bids being declared a holiday, the Bids can be submitted to the appointed time on the next working day for which Shipping Master, Mumbai will make necessary provisions.

b. Shipping Master, Mumbai may, at its own discretion, extend the last date for submission of bids. In such a case all rights and obligations of Shipping Master, Mumbai and the Bidders shall be applicable to the extended time frame.

c. At any time prior to the last date for receipt of bids, Shipping Master, Mumbai may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by an amendment. The amendment will be notified on DG Shipping's website www.dgshipping.gov.in and <https://eprocure.gov.in> through Corrigendum and should be taken into consideration by the prospective bidders while preparing their bids.

d. In order to give prospective bidders reasonable time to take the amendment into account in preparing their bids, Shipping Master may, at its discretion, extend the last date for the receipt of bids. No bid may be modified subsequent to the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval may result in forfeiture of Bidder's EMD.

e. The bidders will bear all costs associated with the preparation and submission of their bids. Shipping Master, Mumbai will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.

f. Printed terms and conditions of the bidders, will not be considered as forming part of their bid. In case terms and conditions of the contract applicable to the Invitation of bid are not acceptable to any bidder, they should clearly specify the deviations in their bids.

(Name, Signature with stamp of the Bidder)

6. Opening of Bids

6.1 Technical Bid

The Technical Bids will be opened on the due date and time by the Tender Committee in the presence of representative of the bidder, who chose to remain present.

6.2 Financial Bid

Financial bids of qualified bidders, shall be opened on a notified date and time, in the presence of bidder's representatives, who wish to be present.

7. Bid Validity

All the bids must be valid for a period of 90 days from the date of tender Opening for placing the initial order. However, the rates should be valid for the initial/extended period, if considered. No request will be considered for price revision during the contract period. If necessary, Shipping Master, Mumbai will seek extension in the bid validity period beyond 90 days. The bidders, who are not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their EMD.

8. Evaluation of bids

- a. Shipping Master, Mumbai reserves the right to seek clarifications on any aspect of their bid from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. This would also not mean that their bid has been accepted.
- b. Shipping Master, Mumbai may waive any minor informality or non-conformity or irregularity in a bid, provided such waiver does not prejudice or affect the relative ranking of any other bidder.
- c. Canvassing in any form for award of the contract shall be rejected out rightly their bids.
- d. Shipping Master, Mumbai reserves the right to accept any bid, and to cancel/abort the Tender process and reject all bids at any time prior to award of Contract, without assigning any reasons thereof.
- e. Printed Conditions mentioned in the tender will not be binding on Shipping Master, Mumbai. If any specific condition is to be accepted, it should be specifically mentioned in the tender itself.

(Name, Signature with stamp of the Bidder)

9 Technical Evaluation

- a. The Technical Evaluation Committee (TEC) will examine the eligibility of the bidders as per the tender specifications. Bids of the bidders, not satisfying the eligibility criteria will be rejected.
- b. The TEC would examine the technical details and may ask for additional information from the bidders. On request from the TEC, the bidders may have to produce additional information. The time limit, in which the bidders' have to submit additional information, will be decided by the TEC and its decision will be final in this regard. Bids of the bidders failing to adhere to the specified time limit will be rejected.
- c. As part of technical evaluation, the bidders would be asked to organize a technical demonstration of the hardware and technology they would use for executing the job. The demonstration shall be held at Government Shipping Office, Mumbai within 15 days after the opening of the technical bids. On the day of demonstration, the bidders will bring, at their own cost, the complete setup including Printer, Laminator, PC, any other equipment and software necessary for this purpose. Shipping Master shall provide soft copy of data in standard format. The Bidder is expected to use said data for generating personalized booklets as mentioned under the head "DELIVERABLES" and demonstrate the printing, lamination and Quality Assurance for reading the printed booklet on the ICAO compliant travel document readers.
- d. Shipping Master, Mumbai does not take any responsibility of getting any equipment cleared from customs, etc. Hence, the bidder may make arrangements to get them cleared and make available for demonstration before due date and time.
- e. Bidders shall be allowed time of three working days for organizing the technical demonstration. If a bidder fails to organize the demo within the stipulated time of 3 working days or the demo is not successful, no second chance will be given and the bid shall be rejected.
- f. Any expenditure incurred on account of samples / demonstration will be entirely borne by the bidder.

10 Financial Evaluation

After approval of the TEC report by the competent authority, Financial Bids of the technically qualified Bidders will be opened on the date duly notified in the presence of bidders' representatives (one per bidder) who chose to remain present. . A Financial Evaluation Committee (FEC) would scrutinize the commercial bids. The bids, found lacking in strict compliance to the commercial bid format will be rejected straightaway.

(Name, Signature with stamp of the Bidder)

11 Award of Contract

- a. On written communication from Shipping Master, Mumbai for having qualified for the work, bidder will sign the contract within 7 days of such communication. Failing which the offer will be treated as withdrawn and EMD forfeited thereof.
- b. The contract will be awarded initially for a period of three years, which may be extended through mutual consent for one more year. However, the rates as finalized would remain valid during the period of contract.
- c. Successful Bidder shall have to deposit an amount equivalent to 10% of the approximate total contract value as 'Performance Security Deposit' throughout the validity of the contract. On submission of this Performance Security Deposit, the EMD will be returned to the successful Bidder.

(Name, Signature with stamp of the Bidder)

SECTION-D: DELIVERABLES

1. Bidders shall be provided with the basic data with images on the computer media or a server. Bidder should process the desired data taken from the DG Shipping Server and personalize the CDC/ CoC Booklets and other similar services.
 - a. Reading the data from the data/image server and personalizing using its own computers and printers. This should be done within 24 hours of providing data.
 - b. Printing the counterfoil generated by us in A4 size paper using color ink on standard inkjet Printer.
 - c. Personalization of CDC/ CoC Booklets. However, Shipping Master, Mumbai reserves the right to change the entries/ layout from time to time.
 - d. Verification of the printed booklets for data integrity and acceptable print/ image quality.
 - e. Lamination of the printed CDC/ CoC Booklets.
 - f. Printing or labeling the dispatch details along with the bar code of dispatch tracking number on the Envelope provided by us.
 - g. Printing of acknowledgment letter to be inserted along with the Envelope.
 - h. Dispatch counterfoil in A4 Size paper showing the personalization data along with the dispatch details of booklets personalized for the day.
 - i. The personalized booklets along with the dispatch envelopes should be handed over with all the counterfoils. Letters specified above, to the concerned authority.
 - j. Annual volume of applications for personalization of booklets is expected to be 1,00,000. However, the inflow of applications will not be uniform. The bidders will set up facility to personalize minimum 400 booklets per day.
 - k. The bidder will receive the applications on a day to day basis and return them in the same condition within 24 hours after executing the personalization work as above.
 - l. The leftover applications on a particular day would be personalized on the next working day. Whenever the backlog exceeds 100 applications, the bidder will set up additional facility to clear the backlog.
 - m. The bidder shall accept all the applications received on a particular day for personalization work. In the event of backlog buildup, the bidder can't refuse the application for the ensuing days.

Job specifications have been given below at Annexure-C

(Name, Signature with stamp of the Bidder)

SECTION — E: PAYMENT TERMS

1. The Contractor shall submit pre-receipted bills in the name of Shipping Master, Mumbai in triplicate every month by 10th day of the succeeding month along with a certificate from Shipping Master, Mumbai or concerned authority about satisfactory performance of service along with the quantity of booklets issued.
2. All payments to Contractor will be made subject to deduction of TDS (Tax deduction at Source) as per the income- Tax Act,1961, penalty and other taxes, if any, as per Government of India rules and TDS at 2% on GST is also deducted from the bill and deposited with GST. The contractor has to accept the GST return online immediately failing which the subsequent bill will not be processed.
3. Payment will be made within 30 days of submission of completed documents.

(Name, Signature with stamp of the Bidder)

SECTION — F: PENALTY

1. The successful bidder will set up the facility at the locations with the equipments which was demonstrated during the technical demonstration and adequate manpower to handle the day to day work within 10 days of placing the work order by Shipping Master, Mumbai. Beyond ten days, a penalty of Rs. 1000/- (Rs. One thousand) per day will be levied for a period of 7 days and after that the work order will be cancelled and the work will be executed at the risk and cost of the contractor. The work order cancellation charges of 10% of the value of one month's job cost (400 booklets x 22 days) will be applicable.
2. For any shortage in the scheduled daily output of 400 each of the CDC and COC Booklets, the cost of 20% of the pending work will be imposed as penalty.
3. Whenever the backlog exceeds 100 applications, the bidder will set up an additional facility to clear the backlog. If the backlog, exceeding 100 applications, is not cleared within 3 days, penalty @20% of the cost of pending work shall be applicable per day for five days beyond which Shipping Master, Mumbai shall have the option to get the work completed through alternate sources at the risk and cost of the defaulting bidder. However, initially, no penalty will be imposed during the first fortnight of operations. Thereafter, penalty will be applicable and realized from the pending bills or subsequent bills or through security deposit or by raising claims.
4. In case the booklets are damaged in the process of machine writing in excess of the permissible percentage (1%) Rs 200/- per booklet shall be imposed as penalty to the bidder.
5. If the contractor's facility remains non-operational for more than 3 days at a stretch, Shipping Master, Mumbai shall have the option to withdraw the job, get the job done through alternate sources at the risk and cost of the defaulting bidder. Shipping Master may also consider termination of empanelment and forfeiting the security deposit.
6. On the expiry of the initial/extended period of contract or in case the contract has to be revoked on account of non-performance, or breach of secrecy, which is of paramount importance for this project, the bidder shall return all the documents provided to him in good condition, failing which Shipping Master, Mumbai shall impose forfeiture of Performance Security Deposit. Shipping Master, Mumbai may also initiate action for black listing the bidder.

(Name, Signature with stamp of the Bidder)

SECTION — G: SECURITY

1. The agency will ensure that no information, about the software, hardware, database and the policies of the client organization is taken out in any form including electronic form or otherwise, from the client site by the manpower posted by the agency.
2. The agency or its deployed personnel, by virtue of working on Shipping Master projects, can't claim any rights on the work performed by them. Shipping Master will have absolute rights on the work assigned and performed by them. Neither any claims of the agency nor its deployed professionals will be entertained on the deliverables.

SECTION — H: INDEMNITY

- a. The Contractor will indemnify Shipping Master, Mumbai of all legal obligations of its professionals deployed for Shipping Master, Mumbai projects.
- b. Shipping Master, Mumbai also stand absolved of any liability on account of death or injury sustained by the Agency staff during the performance of this contract and also for any damages or compensation due to any dispute between the agency and its staff.
- c. Insurance claim: All the staff deployed by the Contractor should adequately covered under valid insurance for the contractual period against the risk of life and injury to them on any untoward incidents.

(Name, Signature with stamp of the Bidder)

SECTION — I: GENERAL TERMS & CONDITIONS

1. The selected contractor or its deployed manpower will not, without prior written consent of Shipping Master, Mumbai, disclose the Contract, or any provision thereof, or any specification, plan, sample of information furnished by or on behalf of Shipping Master, in connection therewith, to any person other than a person employed by the agency in the performance of the contract. Disclosure to any such employed person will be made in confidence and will extend only as far as may be necessary for purposes of such performance.
2. The selected agency will not outsource/sublet the work to any other associate/franchisee/third party under any circumstances. If it so happens then Shipping Master, Mumbai will impose sanctions which will include: forfeiture of the security deposit, revocation of bank guarantees (including the ones submitted for other work orders) and termination of the Contract for default.
3. Shipping Master, Mumbai may by written notice sent to the contractor, terminate the work order and/or the Contract, in whole or in part at any time. The notice of termination will specify the extent to which performance of work under the work order and /or the contract is terminated, and the date upon which such termination becomes effective. Shipping Master, Mumbai reserves the right to cancel the remaining part and pay to the contractor an agreed amount for partially completed Services.
4. In the event of the agency's company or the concerned division of the company is taken over / bought over by another company, all the obligations under the agreement with Shipping Master, Mumbai, should be passed on for compliance by the new company / new division in the negotiation for their transfer.
5. Only the character verified manpower should be deployed to work for this project. The agency will keep with them, their present and permanent address (with proof), educational and technical qualification details, specimen signature, two passport size photographs and furnish these details/information to Shipping Master, Mumbai as and when required.
6. The staff deployed by the agency will maintain office decorum. They will be courteous, polite and cooperative, in case any personnel of the Agency is found engaged in doing any work other than the task assigned to him/her the agency will arrange the replacement.
7. The Contractor will be responsible for any damage to equipments, property and third party liabilities caused by acts on part of its deployed manpower at specified premises. All facilities extended by Shipping Master, Mumbai will be used only for the purpose of carrying out legitimate business of the client organization and will not be put into any other use. For any established damage the extent of damage as decided by Shipping Master, Mumbai will be final and binding on the agency.

(Name, Signature with stamp of the Bidder)

8. Shipping Master, Mumbai shall provide the following infrastructure facilities to the bidder for setting up its work unit for executing the personalization work.

- Adequate air conditioned office space to set up the facility for average per day personalization work of 400 booklets. Sufficient raw power supply.
- Access to their Server holding the data and images required for the personalization work.

9. Representatives of the Shipping Master, Mumbai shall have unflinching rights to visit and inspect the facility set up by the Contractor. At all times they can insist compliance to follow the process of Machine-Writing the Booklets at all stages.

10. Shipping Master, Mumbai/ and or its authorized representative would audit all the software loaded on the contractor's system. DG Shipping would have access to the contractor's systems. The contractor shall not load / alter any software without written permission from the Shipping Master.

11. The Contractor may choose to insure the equipment installed by him and pay for it.

(Name, Signature with stamp of the Bidder)

SECTION — J: TERMINATION FOR INSOLVENCY & DEFAULT

1. Termination for Insolvency

Shipping Master, Mumbai may at any time terminate the work / contract by giving written notice of four weeks to the Contractor without any compensation to the agency, if the agency becomes bankrupt or otherwise insolvent.

2. Termination for default

Default is said to have occurred –

- a. If the Contractor fails to deliver any or all of the services within the time period(s) specified in the work order or any extension thereof granted by Shipping Master, Mumbai.
- b. If the Contractor fails to perform any other obligation(s) under the contract / work order.
- c. If the Contractor, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from Shipping Master (or takes longer period in spite of what DG Shipping may authorize in writing), Shipping Master may terminate the contract / work order in whole or in part. In addition to above, Shipping Master may at its discretion, may transfer upon such terms and in such manner, as it deems appropriate work order for similar support service to other Contractor and the defaulting Contractor will be liable to compensate Shipping Master for any extra expenditure involved towards support service to complete the scope of work totally.

(Name, Signature with stamp of the Bidder)

SECTION — K: FORCE MAJEURE

a. Force majeure clause will mean and be limited to the following in the execution of the contract / purchase orders placed by Shipping Master: -

- War / hostilities.
- Riot or Civil commotion.
- Earthquake, flood, tempest, lightning or other natural physical disaster.
- Restriction imposed by the Government or other statutory bodies, which is beyond the control of the Contractor, which prevent or delay the execution of the order by the Contractor

b. The Contractor will advise Shipping Master, Mumbai in writing duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, Shipping Master, Mumbai reserve the right to cancel the order without any obligation to compensate the Contractor in any manner for what so ever reason.

SECTION – L: ARBITRATION

Shipping Master, Mumbai and the Contractor will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute arises between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these excepts as to any matters the decision of will be referred to two arbitrators, one to be appointed by each party and the third to be appointed by the mutual consent, and the award of the arbitration, as the case may be, will be final and binding on both the parties. The arbitrators with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration will be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 & as amended or later and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings, will be held in Mumbai, India.

SECTION-M: APPLICABLE LAW

a. The work order will be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

b. All disputes arise out of this contract shall be in the Court jurisdiction of the Mumbai only.

(Name, Signature with stamp of the Bidder)

Signature valid 18

Digitally signed by Binish Chandra Varma
Date: 2019.10.16 17:42:08 IST
Location: eProcure-EROC

TECHNICAL BID

FOR PERSONALIZATION OF CDC, COC BOOKLETS
AND
RENEWAL STICKERS FOR CDC & COC BOOKLETS

- 1.Name of Company :
- 2.Address :
- 3.Telephone No. :
- 4.Fax Number :
- 5.Branches at :
- 6.Mobile No :
- 7.Contact Persons :
8. E-mail :
- 9.Manpower Strength : Technical
- Others
10. PAN No. :
- 11.GST No.

Enclose copy of IT returns filed for the last 3 years.

12. Year since when providing IT services:

13. Annual Turnover from IT enabled Services: (In Lakhs)

Year	2016-2017	2017-2018	2018-2019

14. Capacity of printing CDC / COC booklets completing in all respects per day (8 hours): Nos.
per day

(Name, Signature with stamp of the Bidder)

15. Details of similar projects already executed along with previous client's certificates:

Name of the organization & address, contact person, telephone number, job volumes, year of assignment & completion, project cost (*)

16. No. of days required to start the work after the empanelment:

17. Number of days required to increase the number of work stations/ printers:

18. Proposed Hardware (with configuration) for capturing images:

19. Details of H/W, S/W, UPS, A/C's and generator proposed to be deployed at RPO site for execution of the job: (Please specify make, mode and capacity of each equipment)

20. Is the company following minimum wages act:

21. Details of payment:

Particulars	Amount in INR	Draft/Banker Cheque No.	Date	Bank	Branch
EMD	Five Lakhs				
Tender Fee, if obtained in Hard Copy from Government Shipping Office, Mumbai	2000				

22. Authority letter from OEM for the offered printer guaranteeing four years of support: -

(*) Please use additional sheets for each project detail

Date:

Place:

(Name, Signature with stamp of the Bidder)

FINANCIAL BID**FOR PERSONALIZATION OF CDC, COC BOOKLETS
AND****RENEWAL STICKERS FOR CDC & COC BOOKLETS**

1. Name of the Company :
2. Address :
3. Rates as per appended format

Sr.No.	Activity	Rates in figure exclusive of taxes as applicable	Rates in words exclusive of taxes as applicable
1	Printing on CDC 04 (four) Pages		
2	Colour Printing of Counter Folio CDC per page		
3	Printing additional page for CDC booklet		
4	Printing on CoC		
5	Printing additional page for CoC booklet		
6	Printing of address of addressee in the pre-printing envelope		
7	Updating of dispatch details of addressee with bar code reader		

4. The rate shall comprise complete activities detailed in deliverable section.
5. All taxes / Government levies etc should be quoted separately.
6. The rates mentioned in words and figures shall not have any ambiguity and in case of any ambiguity, the rates mentioned in words shall be considered as final.

Date:

Place:

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JOB SPECIFICATIONS

1. The following details pertaining to Machine-writing of the CDC Booklets would be made available to the contractor either on computer media or on a server.

* Please note that the above fields for CDC / COC Booklets and Renewal Stickers may be changed during execution of the project. Also note that the certificate to be printed is of the size of the Indian Passports and hence the variation shall be in that range only.

2. Blank CDC Booklets / COC Booklets shall be provided for personalization. The certificate shall have pre-printed field headings. The information (to be printed) shall be provided in electronic form

3. The Contractor should bring at their own cost, the complete set up including printer, laminator, PC and any other equipment and software necessary for the purpose of assignment.

4. The printer shall be provided by the Contractor, having minimum of 1000 DPI resolution, should be capable of printing color photographs and black character text printing DIRECTLY ON THE PRE-PRINTED CDC/COC Booklet / RENEWAL STICKERS. Further Printer should be capable to print Biometric, three lines MR2Z, Bar Code etc as and when the Government of India decides.

5. The printer should be able to handle any variations (at least up to 3mm) in the physical dimensions of the booklets or misaligned / mis-registered background printing and/or the field heading printing without any misalignment in data and photograph printing.

6. The printer must produce a high quality and continuous tone photo-like image of the bearer in color.

7. The Printing of photo and data without over printing of the fields heading should occur in one pass operation.

8. The printer should be desktop and operate under normal room temperature environment.

9. The Contractor should guarantee 10 years' shelf life of the printing after lamination.

10. The software used for printing the CDC / COC Booklets should not have any provision for updating of any field in the above said details except when asked for a change.

11. When the printing software is invoked on the computer, the software should queue up the output booklet number wise. However, there should be provision to print any booklet on priority basis by feeding the booklet number.

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12. The personalized issued booklet/ certificate should comply with International Standard Organization ISO-7502 and the international Civil Aviation Authority Standards (Document 9303).

13. Lamination Specification:

a. The bidder is also required to undertake the lamination of the Booklet after Machine writing the personnel particulars in the booklet/ certificate.

b. It shall be capable of laminating any inner cover and first two pages of either side of booklet of approx. size 124 mm x 88 mm having buckram substrate as cover material. It should be capable of laminating multi-page booklet/ certificate.

c. It shall laminate heat activated UV light sensitive film between temperatures of 160 — 180 degrees Celsius.

d. Lamination process shall not spoil/distort the gold blocking on front cover of booklet/ certificate and regular / UV Printing and other security features on inner pages of the booklet. Also machine shall develop no scratches on buckram cover of booklets.

e. Laminator used must provide special insulator and thermostat against over-heating and should be shockproof.

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DETAILS OF WORK TO BE PERFORMED BY THE CONTRACTOR

1. Printing of data fields on the Continuous Discharge Certificate booklets by personalization of the data on the pre-printed field headings in the booklet.
2. The above work shall be performed as specified as under: -
 - a. Reading the data from the data/image server and personalizing using its own computers and printers. This should be done within 24 hours of providing data.
 - b. The personalization of the data fields to be printed on the CDC / COC Booklets (pre-printed field) up to four to six pages of the CDC / COC Booklets and one counter folio of the CDC booklet details on a A4 size color print on a standard inkjet A4 size paper. And on envelope printing with address of addressee and barcode.
 - c. Verification of the printed booklets for data integrity and acceptable print/image quality.
 - d. Laminating the printed CDC / COC Booklets.
 - e. Printing or labeling the dispatch details along with the bar code of dispatch tracking number on the Envelope provided by us.
 - f. Printing of acknowledgment letter to be inserted along the Envelope.
 - g. Dispatch counterfoil in A4 Size paper showing the personalization data along with the dispatch details of booklets personalized for the day.
 - h. The personalized booklets along with the dispatch envelopes should be handed over with all the counterfoils / letters specified above, to the concerned authority.
 - i. Annual volume of applications for personalization of booklets is expected to be 1,00,000. However, the inflow of applications will not be uniform. The bidders will set up facility to personalize minimum 400 booklets per day.
 - j. The Contractor will receive the applications on a day to day basis and return them in the same condition within 24 hours after executing the personalization work as above.
 - k. The leftover applications of a particular day would be personalized on the next working day. Whenever the backlog exceeds 100 applications, the contractor will set up additional facility to clear the backlog.
 - l. The contractor shall accept all the applications received on a particular day for personalization work. In the event of backlog buildup, the contractor can't refuse the applications for the ensuing days.

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m. The Contractor shall provide the adequate number of manpower and machineries i.e. desktop computers, CDC Booklet Printers, Document Color Scanners, CDC Booklets Counter Folio Color Printer, Printer Cartridges, Laminators with Consumables and high quality A4 size paper for printing the color counter folio of CDC / COC booklets at all the centers.

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**FACILITIES AND INPUTS WHICH WILL BE PROVIDED TO THE CONTRACTOR BY
THE DEPARTMENT**

1. The infrastructure such as space to perform the work within this office premise of the department shall be provided by the Department.
2. The data / image in soft copy from the server shall be provided by the Department to the Contractor.
3. Blank CDC / COC Booklets / Renewal Stickers and Envelopes as required one day to day basis, shall be provided by the Department.

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STAUTORY AND CONTRACTUAL OBLIGATIONS TO BE COMPLIED WITH BY THE CONTRACTOR

- a. The related work pertains to issuance of CDC/COCs which is a statutory work required to be done in a time-bound manner. As such, secrecy and confidentiality of the work is very much required to be adhered to strictly by the Contractor.
- b. The Contractor is required to ensure, prior to placement of Persons handling job their faithfulness, reliability and integrity and identity duly verified from the proper authority.
- c. The work quantified is purely contractual in nature which is to be performed in the given time period.
- d. The payment of the work performed by the Contractor shall be made to the Contractor in 12 (Twelve) monthly installments which will be payable after completion of the calendar month for each month.
- e. The department reserves the right to terminate the contract at any point of time without assigning any reason thereof.
- f. The Contractor shall have to deposit an amount of Rs. 5,00,000/- as 'Earnest Money' with the department along with their bid. The Contractor shall furnish Earnest Money Deposit (EMD) in the form of Demand Draft / Banker's Cheques, from a scheduled commercial bank, drawn in favor of Shipping Master, Mumbai payable at Mumbai.
- g. It shall be the obligation of the Contractor to perform the work and complete it in the manner explained. In the event of any failure on the part of the Contractor in providing services as per the agreed terms and conditions, the amount of Earnest Money shall be forfeited.
- h. The successful bidder shall have to deposit an amount equivalent to 10% of the total Contract Value as 'Performance Security Deposit' throughout the currency of the Contract. On submission of this Security Deposit, we will return the EMD to the successful Bidder.
- i. On written communication from the Shipping Master, Mumbai for having qualified for the work, the Contractor will sign the Contract within 07 days of such communication. Failing which the offer will be treated as withdrawn and EMD will be returned.
- j. The contractor will be initially for a period of 03 (three) years, which can be extended through mutual consent for one more year. However, contractual fee / rates as finalized would remain valid for the period of empanelment / extended empanelment.

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