



**GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT, HIGHWAYS & SHIPPING
GOVERNMENT SHIPPING OFFICE, MUMBAI - 400 001.**

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, scanning and uploading to web server of CDC (Seafarer's Identity Document) Booklets to the eligible interested parties. Location of works at Government Shipping Office, Mumbai, Kolkata & Chennai.

The Shipping Master, Mumbai on behalf of the President of India invites open tenders in Sealed cover valid for 90 days from the dated of opening of the tender from Indian Companies only, for empanelment of personalization, scanning & uploading to web server of CDC Booklets. The Tender Documents are available for sale at Government Shipping Office, Nou Bhavan, 10, Ramjibhai Kamani Marg, Ballard Estate, Mumbai-400 001, on all working days from 1100 hours to 1600 hours by submitting a Demand Draft of Rs. 500/- towards the cost of the Tender Document in favour of Shipping Master, Mumbai payable at Mumbai. The complete Tender Documents are also available at DGS website www.dgshipping.nic.in. The interested bidders can also download the Tender Documents from the website, however, they will be required to submit the cost of Tender Documents alongwith the submission of bid in the form of Demand Draft. The last date for submission of completed Tender Documents will be 12/01/2015 before 1500 hours. The opening of the tenders will be on 12/01/2015 at 1600 hours.

TENDER No. 05/2014
GOVERNMENT SHIPPING OFFICE,
NAU BHAWAN, 10, R. K. MARG,
BALLARD ESTATE,
MUMBAI- 400 001

TENDER No. 05/2014

TENDER DOCUMENTS
FOR
EMPANELMENT OF BIDDERS
FOR PERSONALIZATION OF CDC BOOKLETS,
ON BEHALF OF SHIPPING MASTER,
GOVERNMENT SHIPPING OFFICES AT
MUMBAI, KOLKATA, CHENNAI.

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SECTION- A: - TENDER NOTICE

1. Shipping Master, Mumbai on behalf of the President of India, invites sealed tenders valid for 90 days from the date of opening of the tender from Indian companies only, for "EMPANELMENT FOR PERSONALIZATION AND UPLOADING OF CDC BOOKLETS" into the designated website of the department. The selected agency shall be empanelled initially for a period of three years, which can be extended for a further period of one year through mutual consent.
2. The scope of the work includes personalization of pre-printed CDC booklet, on prescribed pre-printed documents scanning and uploading the same into designated website of the department. The work to be under taken at the following locations identified by the D.G. Shipping:
 - (a) The Shipping Master, Government Shipping Office, Mumbai
 - (b) The Shipping Master, Government Shipping Office, Kolkata
 - (c) The Shipping Master, Government Shipping Office, Chennai.
3. The tender document can be downloaded from D.G. Shipping's website www.dgshipping.gov.in. However, the completed bids are to be submitted at Shipping Master, Mumbai Office i.e. Government Shipping Office, Nou Bhawan, 10 Ramjibhai Kamani Marg, Ballard Estate, Mumbai- 400 001 on or before 03:00 PM on the date as specified in the advertisement.

SECTION- B: ELIGIBILITY CRITERIA

1. Only Indian companies are allowed to participate in the bidding. No foreign national would be allowed in the facility.
2. The bidder must have handled IT enabled services projects for the last three years 2011-12, 2012-13 and 2013-14 and have turnover from ITeS of more than Rs. 50 Lacs in each of the reference years. Attach audited balance sheets.
3. Bidders, who have executed projects of handling secured documents for the Government, will be preferred. Give reference of bidder's 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 ICAO Documents. Printers that are used for the production of non-ICAO complaint booklets will not qualify for this tender. The bidders will submit authority letter from OEM guaranteeing equipment support for the next three years.
5. The bidder should be registered with the Service Tax department and carry a valid PAN number.
6. Should produce Articles 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. Preference would be given to the Bidder who will undertake the specified work at all three locations mentioned in Para 2 of Section A.

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

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) Drafts amounting to Rs.500 towards tender fee and Rs. One Lac or 5% of the bid value, whichever is higher, towards EMD, drawn on a scheduled commercial bank and payable to Shipping Master, Mumbai, Payable at Mumbai may be placed in an envelope. The envelope should be sealed and superscripted "Tender fee and EMD for Shipping Master, Mumbai tender for personalization of CDC Booklets due on last date of receipt of the bids as per the advertisement at 03:00 PM". The envelope should be addressed to the Shipping Master, Mumbai and submitted at Government Shipping Office, Nou Bhawan, 10, Ramjibhai Kamani Marg, Ballard Estate, Mumbai- 400 001 on or before the due date and time specified above.
- c) The technical and financial bids have to be submitted as per the instructions given in the tender document.

2. Earnest Money Deposit (EMD) and Tender Fee

The bidders shall furnish, Earnest Money Deposit (EMD) of Rs. One Lac or 5% of the bid value, whichever is higher, in the form of Demand Draft/ Bankers' Cheque, from a scheduled commercial bank, drawn in favour of Shipping Master, Mumbai payable at Mumbai. EMD of unsuccessful bidders shall be returned without interest after finalization of the tender. EMD of the successful bidders shall be retained as security deposit, which will be returned without any interest on the expiry of empanelment/extended empanelment.

3. Forfeiture of Earnest Money Deposit/ Security Deposit

The Earnest Money Deposit can be forfeited if a bidder:

- Withdraws its bid during the period of bid validity.
- Does not accept the correction of errors
- 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 11: 30 AM on any date before the closing date of the said bid, which will be notified by him 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 e-mail at smsgsomumbai@gmail.com or faxed on 022-22693053/ 022-22692985.

5. Last date for submission of bids

- a) Bids complete in all respects, must be submitted at Shipping Master, Mumbai Office 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 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) As the bids can be submitted only up to the defined date and time, there can't be any late bids, Shipping Master, Mumbai will not be responsible for any delay in obtaining the terms and conditions of the tender before the due date and time of submission.
- d) 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 should be taken into consideration by the prospective bidders while preparing their bids.

- e) In order to give prospective bidders reasonable time to take the amendment into account in preparing their bids, Shipping Master, Mumbai 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.
- f) 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.
- g) 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.

6. Opening of Bids

6.1 Technical Bid

Shipping Master, Mumbai together with a duly constituted Technical Evaluation Committee shall convene a bid opening session on a specified date after the closing of the bids as per the advertisement at 03:00 PM where one representative from the bidders, who have submitted the Bid, can participate.

6.2 Financial Bid

a) Financial bids, original **and revised, if any**, of only the technically qualified bidders shall be opened on a notified date and time, in the presence of bidder's representatives, who chose to remain present.

b) Shipping Master, Mumbai at its discretion may call for revised financial bids from the technically accepted bidders which should be submitted within the stipulated time period set out by Shipping Master, Mumbai. The rates quoted for any of the items in the revised financial

bids shall not be more than the original financial bids, otherwise the bid shall be rejected and EMD forfeited.

c) The financial bids will then be passed on to a duly constituted Financial Evaluation Committee (FEC) for evaluation.

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 of empanelment from the date of empanelment. No request will be considered for price revision during the empanelment (contract) period. If necessary, Shipping Master, Mumbai will seek extension in the bid validity period beyond 90 days. The bidders, 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 clarification 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 had 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. Any effort by bidder to influence Shipping Master, Mumbai's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's bid and forfeiture of the bidder's EMD.
- 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 thereby incurring any liability to the affected bidders or bidders and of any obligation to inform the affected bidders of

the grounds for Shipping Master, Mumbai's action and without assigning any reasons.

- 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.

9. Technical Evaluation

- a) The Technical Evaluation Committee 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 Technical Evaluation Committee would examine the technical details and may ask for additional information from the bidders. On such a request, the bidders may have to produce additional information. The time limit, in which the bidders have to submit additional information, will be decided by Shipping Master, Mumbai 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 use for executing the job. The demonstration shall be held at Government Shipping Office, Mumbai's site located in 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, Reader, PC, any other equipment and software necessary for this purpose. Shipping Master, Mumbai shall provide data on a Pen Drive in a standard format. The bidder is expected to use this data for generating personalized booklets as mentioned under the head "DELIVERABLES" and demonstrate the printing, lamination and Quality Assurance for proper lamination.
- 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

- a. After approval of the report by the competent authority, Financial Bids of only the technically qualified Bidders will be opened on the date duly notified in the presence of bidders' representatives (one per bidder) who choose 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.
- b. L1 is the bidder quoting least value of X in the financial bid table (Annexure-B) and to be selected for empanelment.

11. Award of Contract (Empanelment)

- a. On written communication from Shipping Master, Mumbai for having qualified for contract the bidder will sign the contract (letter of empanelment) within 07 days of such communication. Failing which the offer will be treated as withdrawn and EMD forfeited. Shipping Master, Mumbai would extend the opportunity of matching the L1 rates to L2 bidder. If L2 agrees to match the rates, they would be considered for empanelment. If L2 doesn't agree opportunity would be given to L3 bidder and so on to select the empanelment agency for the tender specified work.
- b. The empanelment will be initially for a period of three years, which can be extended through mutual consent for one more year. However, the rates as finalized would remain valid for the period of empanelment/ extended empanelment.
- c. EMD of the bidder selected for empanelment will be converted into Security Deposit, which will be returned without interest after the expiry of empanelment/ extended empanelment.

SECTION – D: DELIVERABLES

1. Bidders shall be provided with the basic data with images on the computer media or a server or in hard copy. Bidders should process the desired data taken from the DG Shipping server/ captured through data entry and scanning (in case of hard copy) and personalize the CDC booklets. After personalization and lamination of the CDC **dispatch to designated officers**. The CDC database needs to be updated for the dispatch details of the individual certificates. The bidder's work is summarized as follows:-

Data structures and job specifications have been given at **Annexure – C**.

- a) Reading the data from the data/ image server/ capturing from hard copy and personalizing using its own computers and printers. This should be done within 24 hours of providing data.
- b) Personalization of CDC Booklets.
- c) Verification of the printed booklets for data integrity and acceptable print/image quality.
- d) Printing of CDC booklets and one counter folio of CDC (One colour page)
- e) Laminating the printed CDC Booklets.
- f) Scanning & uploading of CDC booklets into the designated website.
- g) Packing the same in the boxes and handing over the same to the designated officer.
- h) Submitting daily report on personalization (printing) and dispatch of the CDC Booklets. Regular update of database with the personalization details.
- i) The Data on the booklet is to be printed on 04 pages. However DG Shipping reserves the right to change the entries/ layout from time to time.
- j) Entering dispatch details for the CDC Booklets in the database.
- k) Annual volume of applications for personalization of booklets is expected to be 25,000. However the inflow of applications will not be uniform. The bidders will set up facility to personalize minimum 300 booklets per day.
- l) 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.

m) The leftover application of 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.

n) 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 acceptance of all the applications for the ensuing days.

SECTION –E: PAYMENT TERMS

1. The empanelled bidder 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 concerned authority about satisfactory performance of service along with the quantity of booklets issued.
2. All payments to bidder 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.
3. Payment will be made approximately 30 days of submission of completed documents.

SECTION –F: PENALTY

1. The empanelled bidder will set up the facility at the Government Shipping Office, Mumbai location with the equipment 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 opportunity will be extended to L2, L3 bidders as per the empanelment clause. The work order cancellation charges of 10% of the value of one month's job cost (300 booklets * 22 days) will be applicable.
2. For any shortage in the scheduled daily output of 300 each of the CDC 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 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 cost and risk 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 empanelled bidder'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 alternative sources at the cost and risk of the defaulting bidder. Shipping Master, Mumbai may also consider termination of empanelment and forfeiting the security deposit.
6. On the expiry of the initial/extended period of empanelment or in case the empanelment 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 provide to him in good condition, failing which Shipping Master, Mumbai shall impose forfeiture of Security Deposit. Shipping Master, Mumbai may also initiate action for black listing the bidder.

SECTION -G: SECURITY

- a. The agency will assure 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.
- b. The agency or its deployed personnel, by virtue of working on Government Shipping Office, Mumbai projects, can't claim any rights on the work performed them. Shipping Master, Mumbai will have absolute rights on the work assigned and performed by them. Neither any claims of the agency or its deployed professionals will be entertained on the deliverables.

SECTION -H: INDEMNITY

- a. The empanelled agency 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 empanelment and also for any damages or compensation due to any dispute between the agency and its staff.

SECTION -I: GENERAL TERMS & CONDITIONS

- a. The selected agency or its deployed man power will not, without Shipping Master, Mumbai prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample of information furnished by or on behalf of Shipping Master, Mumbai 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.
- b. The selected agency will not outsource 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 order) and termination of the Contract for default.
- c. Shipping Master, Mumbai may by written notice sent to the selected agency, terminate the work order and/or the Contract, in whole or in part at any time of its convenience.

The notice of termination will specify that termination is for Shipping Master, Mumbai's convenience, 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 selected agency an agreed amount for partially completed Services.
- d. 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.
- e. All panel agencies automatically agree with Shipping Master, Mumbai for honoring all aspects of fair trade practices in executing the work orders placed by Shipping Master, Mumbai.
- f. Only the character verified man power 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 photograph and furnish these details/ information to the Shipping Master, Mumbai as and when required.

g. 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.

h. The agency will be responsible for any damage to equipments, property and third party liabilities caused by acts on part of its deployed manpower at DG Shipping's 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.

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

- Adequate Air-conditioned space within the office of Shipping Master to set up the facility for average per day personalization work of 300 each of CDC Booklets.
- Sufficient raw power supply.
- Access to their Server holding the data and images required for the personalization work.

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

k. Shipping Master, Mumbai or his authorized official would audit all the software loaded on the bidder's system. Shipping Master, Mumbai would have access to the bidder's systems. The bidder shall not load/alter any software without written permission from the Shipping Master, Mumbai.

l. The bidder may chose to insure the equipment installed by him and pays for it.

SECTION-J: TERMINATION FOR INSOLVENCY & DEFAULT

1. Termination for insolvency

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

2. Termination for default

Default is said to have occurred

- If the agency fails to deliver any or all of the service within the time period(s) specified in the work order or any extension thereof granted by Shipping Master, Mumbai.
- * If the agency fails to perform any other obligation(s) under the contract/
Work order.

(b) If the agency, 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, Mumbai (or takes longer period in spite of what DG Shipping may authorize in writing), Shipping Master, Mumbai may terminate the contract/ work order in whole or in part. In addition to above, Shipping Master, Mumbai may at its discretion also take the following actions.

Shipping Master, Mumbai may transfer upon such terms and in such manner, as it deems appropriate work order for similar support service to other agency and the defaulting agency will be liable to compensate Shipping Master, Mumbai for any extra expenditure involved towards support service to complete the scope of work totally.

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, Mumbai:

- 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 agencies, which prevent or delay the execution of the order by the agency.

b. The agency 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 agency in any manner for what so ever reason.

SECTION – L: ARBITRATION

Shipping Master, Mumbai and the vendor (Successful Bidder) 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 will arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specifically provided for by the general or the special conditions, such dispute will be referred to two arbitrators, one to be appointed by each party and the third to be appointed by the Shipping Master, Mumbai and the award of the arbitration, as the case may be, will be final and binding on both the parties. The arbitrators or the umpire as the case may be, 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 Indian Arbitration Act, 1996 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

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.

TECHNICAL BID

EMPANELMENT FOR PERSONALIZATION OF CDC BOOKLETS

- 1) Name of Company :
- 2) Address :
- 3) Telephone No. : Fax Number :
- 4) Branches At : Mobile No. :
- 5) Contract Persons : E-mail :
- 6) Manpower Strength : Technical.....
Others.....
- 7) PAN No. :
- 8) Service Tax No. :
- 9) Enclose copy of IT returns filed for the last 02 years
- 10) Year since when providing IT services:
- 11) Annual Turnover from It enabled services: (In Rs. Lakhs)

Year			
Turnover			
- 12) Capacity of printing CDC Booklets completing in all respect per day (8 hours):
Nos. per day.....
- 13) 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 & compilation, project cost (*)
- 14) No. of days required to start the work after the empanelment :
- 15) Number of days required to increase the number of work stations/printers :
- 16) Proposed Hardware (with configuration) for capturing images :
- 17) 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)
- 18) Is the company following minimum wages act :

19) Details of payment :

Particulars	Amount (Rs)	Draft No.	Date	Bank	Branch
EMD	One Lakh				
Tender Fee	500				

20. Authority letter from OEM for the offered printer guaranteeing three years support

(*) Please use additional sheets for each project detail

Signature

Date:

Name

Place:

SEAL

ANNEXURE-B

FINANCIAL BID

EMPANELMENT FOR PERSONALIZATION OF CDC BOOKLETS

1) Name of Company :

2) Address :

3) Price:

SI. No.	Activity	Rate (In Rs.)
1.	Rate per CDC Booklet for Personalization and Printing (Four CDC booklet pages & one counter folio color page)	
2.	Rate per CDC Scanning and uploading into website server	

4) The rate shall comprise complete activities detailed in deliverable section.

5) All taxes / Govt. levies etc. should be quoted separately.

Date:

Place:

Signature (with seal)

Name

ANNEXURE –C

JOB SPECIFICATIONS

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

*Please note that the data fields for CDC Booklets may be change during execution of the project. Also note that 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 shall be provided for personalization. The certificate shall have pre-printed field headings. The information (to be printed) shall be provided either in electronic form.
3. The software used for printing the CDC Booklets should not have any provision for updating of any field in the above said details except when asked for a change.
4. When the printing software is invoked on the computer, the software should queue of the output booklet number wise. However there should be provision to print any booklet on priority basis by feeding the booklet number.
5. The printer, having minimum of 1000 DPI resolution, should be capable of printing colour photographs and black character text printing **DIRECTLY ON THE PREPRINTED CDC Booklet**. Further printer should be capable to print Biometric, three lines MRZ, Bar Code etc. as and when the Government of India decides.
6. The printer should be able to handle any variations (at least up to 3 mm) in the physical dimensions of the booklets or misaligned/ misregistered background printing and/or the field heading printing without any misalignment in data and photograph printing.
7. The personalized issued booklet/ certificate should comply with International Standard Organization ISO-7502 and the International Civil Aviation Authority Standards (Document 9303).
8. The printer must produce a high quality and continuous tone photo-like image of the bearer in color.

9. Printing of photo and data without over printing of the field heading should occur in one pass operation.
10. The printer should be desktop and operate under normal room temperature environment.
11. Bidder should guarantee 10 years shelf life of the printing after laminations.

12. 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 124mm *88mm having buckram substrate as cover material. It should be capable of laminating multi-page booklets/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.

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/capturing from hard copy and personalizing using their 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 Booklets (pre-printed field) on four or five pages of the CDC Booklets and one counter folio of the CDC booklet details on a A4 size colour print on a good quality Bond A4 size paper.
 - c. Verification of the printed booklets for data integrity and acceptable print/image quality.
 - d. Laminating the printed CDC Booklets.
 - e. Scanning & uploading the CDC booklet after authentication by the authorized signatory of the department into the department's website.
 - f. Packing the same in the boxes and handing over the same to the designated officer.
 - g. Submitting daily report on personalization (printing) and dispatch of the CDC Booklets. Regular update of the database with the personalization details.
 - h. The data on the booklet is to be printed on 04 pages. However, Shipping Master, Mumbai reserves the right to change the entries/ layout from time to time.
 - i. Entering dispatch details for the CDC Booklets in the database.
 - j. Annual volume of applications for personalization of pre-printed CDC booklets is expected to be for Mumbai is 33000, Kolkata is 2700 and Chennai is 1200. However the inflow of applications will not be uniform. The contractor will set up facility to personalize minimum 300 booklets per day.
 - k. 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.

1. The leftover applications of a particular day would be personalized to the next working day. Whenever the backlog exceeds 100 applications, the contractor will set up additional facility to clear the backlog.
- m. 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 acceptance of all the applications for the ensuing days.
- n. The Contractor shall scan and upload the printed and duly authenticated CDC booklet data into the DG Shipping website on daily basis.
- o. The Contractor shall provide the adequate number of man power and machineries. i.e desktop computers, CDC Booklet Printers, Document Colour Scanners, CDC Booklet Counter Folio Colour Printer, Printer Cartridges, Laminators with consumables and high quality A4 size paper for printing the colour counter folio of CDC booklet at Mumbai, Kolkata and Chennai Offices.

ANNEXURE-E

**FACILITIES AND IN-PUTS 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 hard copy as well as soft copy from the server shall be provided by the department to the contractor.
3. Blank CDC Booklets as required on day to day basis, shall be provided by the Department.

ANNEXURE-F

**ELIGIBILITY AND QUALIFICATION CRITERIA TO BE MET BY THE
CONTRACTOR FOR PERFORMING THE REQUIRED WORK**

- a. The contractor should bring at their own cost, the complete set up including printer, laminator, reader, PC and any other equipment and software necessary for the purpose of assignment.
- b. The printer shall be provided by the Contractor, having minimum of 1000 DPI resolution, should be capable of printing colour photographs and black character text printing DIRECTLY ON THE PRE-PRINTED CDC Booklet.
- c. The printer should be able to handle any variations (at least up to 3 mm) in the physical dimensions of the booklets or misaligned/ misregistered background printing and/or the field heading printing without any misalignment in data and photograph printing.
- d. The printer must produce a high quality and continuous tone photo-like image of the bearer in colour.
- e. Printing of photo and data without over printing of the fields heading should occur in one pass operation.
- f. The printer should be desktop and operate under normal room temperature environment.
- g. The contractor should guarantee 10 years shelf life of the printing after lamination.
- h. Lamination Specification:
 - i. The contractor should also undertake the lamination of the Booklet after Machine writing the personnel particulars in the booklet.
 - ii. It shall be capable of laminating any inner cover and first two pages of either side of booklet of approx. size 124 mm *88 mm having buckram substrate as cover material. It should be capable of laminating multi-page booklet.
 - iii. It should laminate heat activated UV light sensitive film between temperatures of 160 to 180 degrees Celsius.
 - iv. Lamination process shall not spoil/ distort the gold blocking on front cover of booklet 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.

- v. Laminator used must provide special insulator and thermostat against over-heating and should be shock proof.
- vi. The Contractor who would perform the work should only be Indian Company.
- i. The contractor must have handled IT enabled services projects for the last three years and have turnover from ITeS of more than Rs. 50/- Lacs in each of the reference years.
- j. The contractor, who have executed projects of handling secured documents for the Government will be preferred.
- k. 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 ICAO Documents. Printers that are used for the production of non-ICAO compliant booklets will not qualify for this assignment.
- l. The contractor should be registered with the Service Tax Department and carry a valid PAN number.
- m. The contractor should produce Articles 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).
- n. An undertaking (self certificate) that the bidder hasn't been blacklisted by a central/ state department institution and there has been no litigation with any government department on account of similar services.

ANNEXURE-G

**STATUTORY AND CONTRACTUAL OBLIGATIONS TO BE COMPLIED
WITH BY THE CONTRACTOR**

- a. The related work pertains to issuance of CDCs 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 therefore.
- f. The contractor shall have to deposit an amount equivalent to 5% of the total value of the work as 'Earnest Money' with the department along with their bid.
- 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 5% of the total Contract Value as 'Security Deposit' throughout the currency of the contract.
- i. The contractor shall furnish, Earnest Money Deposit (EMD) in the form of Demand Draft/ Bankers' Cheques, from a scheduled commercial bank, drawn in favour of Shipping Master, Mumbai payable at Mumbai.
- j. On written communication from the Shipping Master, Mumbai for having qualified for empanelment the contractor will sign the contract within 07 days of such communication. Failing which the offer will be treated as withdrawn and EMD forfeited.
- k. The empanelment will be initially for a period of 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.
- l. EMD of the contractor selected for empanelment will be converted into Security Deposit, which will be returned without interest after the expiry of empanelment/extended empanelment.