

Personalization Of Indian Passports Using Next Generation Automatic Machine Readable Passport Printers On All Inclusive Rate Per Passport Basis In India

INDEX

Sl. No.	Subject
01	Original Tender Document published on 22.03.2017
02	Corrigendum dated 26.05.2017
03	Revised Financial Bid
04	Revised MAF
05	Revised Document Control Sheet

22nd March, 2017

**GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS**



सत्यमेव जयते

TENDER DOCUMENT

**PERSONALIZATION OF INDIAN PASSPORTS USING NEXT GENERATION
AUTOMATIC MACHINE READABLE PASSPORT PRINTERS ON ALL
INCLUSIVE RATE
PER PASSPORT BASIS IN INDIA**

**TENDER INVITATION FOR PERSONALIZATION OF INDIAN PASSPORTS
USING NEXT GENERATION AUTOMATIC MACHINE READABLE PASSPORT
PRINTERS ON ALL INCLUSIVE RATE
PER PASSPORT BASIS IN INDIA**

TENDER NOTICE NO. VIII/887/3/2014

CONTENTS

<u>SECTION - A</u>	:	SNAPSHOT OF TENDER
<u>SECTION - B</u>	:	TENDER NOTICE
<u>SECTION - C</u>	:	COVERING LETTER
<u>SECTION - D</u>	:	SUBMISSION OF TENDER
<u>CHAPTER - 1</u>	:	DELIVERABLES
<u>CHAPTER - 2</u>	:	ELIGIBILITY CRITERIA
<u>CHAPTER - 3</u>	:	TECHNICAL SPECIFICATIONS
<u>CHAPTER - 4</u>	:	TENDER EVALUATION CRITERIA
<u>CHAPTER - 5</u>	:	DELIVERY SCHEDULE & PAYMENT TERMS
<u>CHAPTER - 6</u>	:	PENALTY CLAUSE
<u>CHAPTER - 7</u>	:	GENERAL TERMS & CONDITIONS
<u>CHAPTER - 8</u>	:	INSTRUCTIONS FOR ONLINE BID SUBMISSION
<u>ANNEXURE - A</u>	:	PRE-QUALIFICATION BID
		<u>A1</u> – Particulars of Bidder
		<u>A2</u> - Format for Power of Attorney for signing of Bid
		<u>A3</u> - Description of the Bidder
		<u>A4</u> - Financial Capability of the Bidder
		<u>A5</u> – Technical Capability of the OEM
		<u>A6</u> - Declaration about fraud and corrupt practices
		<u>A7</u> - Declaration about correct & proper furnishing of information
<u>ANNEXURE – B</u>	:	(I) TECHNICAL BID with Mandatory Technical Specifications and as per ICAO Doc 9303 norms & subsequent amendments thereafter
		(II) Technical Evaluation Proforma
<u>ANNEXURE - C</u>	:	FINANCIAL BID
<u>ANNEXURE - D</u>	:	BID BOND PROFORMA
<u>ANNEXURE - E</u>	:	PERFORMANCE GUARANTEE PROFORMA
<u>ANNEXURE – F</u>	:	LIST OF TENTATIVE PASSPORT PRINTING CENTRES IN INDIA
<u>ANNEXURE – G</u>	:	DATA ON NUMBER OF PASSPORTS PRINTED IN 2014, 2015 & 2016
<u>ANNEXURE – H</u>	:	INTEGRITY PACT

SECTION – A: SNAPSHOT OF TENDER

Tender No. & Date	VIII/887/3/2014, 22nd March 2017
Name of the Project	Personalization of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per passport basis in India
Name of Authority	The Joint Secretary (PSP) & Chief Passport Officer, Ministry of External Affairs, Government of India
Instructions for Online bid submission	Chapter 8
Eligible Entities	Eligibility Criteria in Chapter-2
Signature Authority	Authorized Representative / Signatory (supported by notarized Power of attorney as per format at Annexure-A2 of this document)
Cost of Tender document	Rs1500/- (Indian Rupees One Thousand Five Hundred only) through Bank Demand Draft – non-refundable and non-transferable in favour of “Pay and Accounts Officer, Ministry Of External Affairs, New Delhi”
Amount of Earnest Money Deposit (EMD)	Rs. 2,00,00,000/- (Indian Rupees Two Crores only) through Bank Guarantee from any Scheduled Commercial Bank in India in favour of “Pay and Accounts Officer, Ministry Of External Affairs, New Delhi” – EMD shall be returned if the bidder fails at the Pre-Qualification stage with unopened Technical and Financial Bids or at the stage of Technical Bid with unopened Financial Bid. EMD of unsuccessful bidders at the Financial Bid stage shall be returned six months after award of the contract to the lowest bidder.
Selection Process (overall)	<u>Tender Process</u> 1 - Pre-Qualification Bid (.pdf) 2 - Technical Bid (.pdf) 3 - Financial Bid - all inclusive per passport personalization rate in Indian Rupees (INR). (.xls) L1 bidder to be selected as per the selection criteria defined in Annexure –C .
Ultra thin Laminate	Refer Chapter 3 Technical Specifications- Sub clause 3.13
Number of printers required	As many printers required to print a minimum of 5 million passports during the period June 2017 to December 2017) & 13 million passports during 2018 and 15 million passports per Calendar Year in subsequent years. In addition, 25% spare capacity calculated @ 7 working hrs per day for 250 days in a year.
Target Project commissioning date	June 2017
Target Project Completion date	December 2017
Locations in India	List as per - Annexure F

Technical Specifications	Refer to Chapter 3 Note: Polycarbonate data page passport booklets are not being used by Government of India. Hence, printers offering laser technology for polycarbonate data page should not be offered in this tender.
Technical Evaluation Criteria	Refer to Chapter 4 , with Annexure B
Contact Details	
Office of Deputy Secretary(CPV-C) CPV Division Ministry of External Affairs Patiala House Annexe, Tilak Marg New Delhi-110001 Tel: 23382658,23387508 , mail to:uscpsc@mea.gov.in	

Document Control Sheet

Tender Reference No.	VIII/887/3/2014
Name of Organization	Ministry of External Affairs
Tender Type (Open/Limited/EOI/Auction/Single)	Open
Tender Category (Services/Goods/works)	Service
Type/Form of Contract(Work/Supply/Auction/Service/Buy/Empanelment/Sell)	Service
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Personalization of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per Passport basis in India
Re-bid submission allowed (Yes/No)	No
Is Offline Submission Allowed (Yes/No)	No
Technical Evaluation allowed (Yes/ No)	Yes
Withdrawal Allowed (Yes/No)	No
Is Multi Currency Allowed	No (Only INR)
Date of Issue/Publishing	22.03.2017
Document Download/Sale Start Date	22.03.2017
Document Download/Sale End Date	12.04.2017
Clarification Start Date	23.03.2017
Clarification End Date	12.04.2017
Date for Pre-Bid Conference	18.04.2017
Venue of Pre-Bid Conference	CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi-110001.
Last Date and Time for Uploading of Bids	01.05.2017, 1300 hours
Opening of Pre-Qualification Bid	01.05.2017, 1500 hours
Date and Time of Opening of Technical Bids	Will be intimated
One time Procurement	No
Contract Type (Empanelment/ Tender)	Empanelment
Multiple Technical Annexure(s)	Yes
Quoting for all Technical Annexure is compulsory	Yes
Will each Annexure under ' Technical Bids' be treated as Separate Tender	No
Empanelment Size	One
Tender Fee	Rs. 1500/- (Indian Rupees One Thousand Five Hundred Only)
Number of Covers/Packets(2/3/4) 2 Cover – (EMD + Pre-qualification + Technical) and Financial. 3 Cover - (EMD + Pre-qualification), Technical and Financial.	3

4 Cover – EMD, Pre-qualification, Technical and Financial.	
Bid Validity days (270/180/120/90)	270 days from the date of opening of bids
Location (Work/Services/Items/As per tender document)	As per tender document
Validity of Contract	Five years from the date of commissioning of first printer
Extension with mutual consent	Two year
Minimum Period for revision of rates/updation of technology.	As per tender document
Address for Communication	O/o Deputy Secretary (CPV-C), Room No. 06, CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi-110001. Tel. # 011-23382658 Email: uscpvc@mea.gov.in Website: http://eprocure.gov.in /eprocure/app

SECTION - B: TENDER NOTICE

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
CPV DIVISION
OFFICE OF DEPUTY SECRETARY (CPV-C)
PATIALA HOUSE ANNEXE, TILAK MARG
NEW DELHI – 110 001
TEL: 011-2382658, 23387508 FAX: 011-23071370

TENDER NO. VIII/887/3/2014

Ministry of External Affairs, CPV Division, New Delhi has introduced Machine Readable Passport (MRP) booklets in Passport Offices in India in the year 2000, which is being personalized using inkjet printers. These passports are currently personalized in 37 Passport Offices in India, Centralized Indian Passport Printing System (CIPPS), Central Passport Printing Facility (CPPF) and CPV Division in Delhi.

2. To enhance security, durability and quality of future passport booklets, Ministry intends to replace the current printers with Next Generation Automatic passport personalization printers in compliance with International Civil Aviation Organization (ICAO) standard for travel documents. The procurement includes next generation printers and related consumables, technical support, maintenance and spare parts needed for passport personalization at passport issuance facilities in India as per list attached (**Annexure- F**) and any new centres designated during the contract period, on the basis of per passport personalization rate. The tender will seek next generation automatic /desktop passport personalization printers, with a minimum speed of 200/60 passports personalization per hour.

3. Deputy Secretary(CPV-C), CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi-110001, for and on behalf of the President of India, invites tenders valid for 270 days from the date of opening of the bid of the tender from India-registered companies only, for **“PERSONALIZATION OF INDIAN PASSPORTS USING NEXT GENERATION AUTOMATIC MACHINE READABLE PASSPORT PRINTERS ON ALL INCLUSIVE RATE PER PASSPORT BASIS IN INDIA”** in full compliance with ICAO Document 9303 and subsequent amendments thereafter.

4. The scope of the work includes personalization of Passports as per Technical specifications, using Next Generation Automatic Machine Readable Passport (MRP) Personalization Printers (*hereinafter called **printer***), capable of handling both normal and e-passport booklets fully in compliance with [ICAO Doc 9303](#) & subsequent amendments thereafter; capable of automatic feeding of booklets from container; automatically reading the passport document number & e-passport chip number, check and reject bad quality e-passport chip; accept the required print image & data from the central printer server; write biometric data in the chip along with digital signatures; one pass printing of passport data page with primary and secondary image without background; and printing of additional page; affixing of ultra thin laminate fully in compliance with [ICAO Doc](#)

[9303](#) & subsequent amendments thereafter, with prior approved Level 1, 2 & 3 security features over the data page; recheck chip and booklet and separate faulty ones; provide automatic feedback to central server on result of personalization process including serial numbers of passport booklet, ultra thin laminate and e-passport chip number, and perform all other related functions required for personalizing an e-passport, along with required software and hardware,; and integration of printer driver/software with Government of India Passport Seva Project system, and, management of timely availability of consumables and maintenance of printers. The contract will be valid for an initial period of **Five** years from the date of commissioning of the first printer, and the Ministry of External Affairs shall have the right to extend the validity of the contract by another **two** years, with mutual consent, at the same rates, terms and conditions stipulated in the Tender bid and delineated in the contract agreement. The Government of India shall use this contract for personalization of similar travel documents, viz. IC, OCI, etc. apart from the Indian Passports. Accordingly, financial bids shall include cost of personalization per booklet (all inclusive).

5. The tender document showing the detailed specifications, terms and conditions can be downloaded from the following websites: www.mea.gov.in; www.passportindia.gov.in; and eprocure.gov.in . Bids shall be submitted as per “submission of Bids” section on eprocure.gov.in portal. The Bid amount of Rs 1500/- (Rupees One Thousand Five Hundred Only) towards cost of downloaded tender document is non-refundable, non-transferable and non-negotiable.

6. Earnest Money Deposit of Rs. 2,00,00,000/- (Indian Rupees Two crores only), in favor of “**Pay and Accounts Officer, Ministry of External Affairs, New Delhi**” should be submitted in the form of Bank Guarantee from any Scheduled Commercial Bank in India. The original bank guarantee should be sent by the issuing bank to the Office of Deputy Secretary (CPV-C), Room No. 06, CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi-110001 by Registered Post with Acknowledgement Due, before due date and time of this tender. A bank certified copy of Bank Guarantee should be attached to the PQB document. EMD shall be returned if the bidder fails at the Pre-Qualification stage with unopened Technical and Financial Bids or at the stage of Technical Bid with unopened Financial Bid. EMD of unsuccessful bidders at the Financial Bid stage shall be returned six months after award of the contract to the lowest bidder.

7. The Ministry of External Affairs shall not be responsible for any delay in receipt of or loss in transit of the original bank guarantee, before the date of opening of the Bid. No interest shall be payable by MEA to the bidder on EMD/security deposit for the period of its currency.

8. Tenders submitted late, from the due date or not in the prescribed format will be rejected outright. Deputy Secretary (CPV-C) reserves the right to reject any or all tenders without assigning reason.

Sanjiv Aggarwal
Deputy Secretary (CPV-C)
CPV Division
Ministry of External Affairs
22nd March, 2017

SECTION - C: COVERING LETTER

SANJIV AGGARWAL
DEPUTY SECRETARY (CPV-C)

Tel : (011) 23382658
Fax: (011) 2307-1370

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
CPV DIVISION
PATIALA HOUSE ANNEXE
TILAK MARG, NEW DELHI - 110 001

Ref : _____

Dated: **22nd March, 2017**

To

M/s. _____

Subject: Invitation for Personalization of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per Passport basis in India

Dear Sirs,

Pursuant to your request, I, Deputy Secretary (CPV-C), acting for and on behalf of the President of India, have pleasure in enclosing the following tender documents to enable you to submit your binding offers:

Section - D	:	Submission of tender
Chapter - 1	:	Deliverables
Chapter - 2	:	Eligibility Criteria
Chapter - 3	:	Technical Specifications
Chapter - 4	:	Tender Evaluation Criteria
Chapter - 5	:	Delivery schedule & Payment Terms
Chapter - 6	:	Penalty clause
Chapter - 7	:	General terms & conditions
Chapter - 8	:	Instructions for Online Bid Submission

[Annexure - A](#) :

Pre-Qualification Bid

[A1](#) – Particulars of the Bidder

[A2](#) - Format of Power of Attorney for signing of bid

[A3](#) - Description of the Bidder

[A4](#) - Financial Capability of the Bidder

[A5](#) – Technical Capability of the OEM

[A6](#) - Declaration about Fraud and corrupt practices

[A7](#) - Declaration about correct & proper furnishing of information

Annexure - B	:	(I)	TECHNICAL BIDs with Mandatory Technical Specifications and as per ICAO Document 9303 norms and subsequent amendments thereafter
		(II)	Technical Evaluation Proforma
Annexure - C	:		Financial Bid
Annexure - D	:		Bid Bond proforma
Annexure - E	:		EMD & Performance Guarantee proforma
Annexure – F	:		List of Tentative Passport Printing Centres in India
Annexure – G	:		Data on number of passports printed in 2014, 2015 & 2016
Annexure – H	:		Integrity Pact

2. The Pre-Qualification Bid, Technical Bid and Financial Bid are to be submitted in three separate pdf/ xls files on or before the due date and time. The Rate is not to be quoted in the Pre-Qualification Bid or Technical Bid. It should be quoted only in Financial Bid. If the Bidder does not adhere to this condition, the Bid is liable to be rejected. Bids shall be submitted as per “submission of Bids” section on **eprocure.gov.in portal**. Late submission of bids will not be accepted.

3. In PRE-QUALIFICATION BID, only details of Experience, financial details have to be provided as per [Annexure -A](#) (A1 to A7), along with Earnest Money Deposit of Rs. 2,00,00,000/- (Indian Rupees Two crores only) in the form of bank guarantee in favour of **“Pay and Accounts Officer, Ministry Of External Affairs, New Delhi”**. In TECHNICAL BID, only TECHNICAL SPECIFICATIONS listed by the Ministry of External Affairs are to be given. Additional technical specifications should be given separately. PRICE should be quoted in FINANCIAL BID only along with other Commercial terms and conditions as per details in the document.

4. **Cost of Tender Document:** Rs. 1500/-(Indian Rupees One Thousand Five Hundred only) towards non-refundable cost of tender document in the form of Demand Draft in favor of **“Pay and Accounts Officer, Ministry Of External Affairs, New Delhi”** from any Scheduled Commercial Bank in India, must be furnished while submitting the Bid failing which Bid will not be accepted or deemed to have not been submitted on **eprocurement** portal (<http://eproure.gov.in/eprocure/app>). ANY BANK LETTER will not be treated as equivalent to payment by demand draft.

5. **EARNEST MONEY DEPOSIT:** Earnest Money Deposit of Rs. 2,00,00,000/- (Indian Rupees Two Crores Only) in favor of **“Pay and Accounts Officer, Ministry Of External Affairs, New Delhi”** has to be submitted with the bid in the form of Bank Guarantee from any Scheduled Commercial bank in India. The bank guarantee should be sent by the issuing bank to the Office of Deputy Secretary (CPV-C), Room No. 06, CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi-110001 by Registered Post with Acknowledgement Due. A bank-certified copy of the bank guarantee should be

attached to the PQB document. EMD shall be returned if the bidder fails at the Pre-Qualification Bid with unopened Technical and Financial Bids or at the Technical Bid stage with unopened Financial Bid. EMD of unsuccessful bidders at the Financial Bid stage shall be returned six months after award of the contract to the lowest bidder. ANY BANK LETTER will not be treated as EARNEST MONEY, unless it is an Unqualified Bank Guarantee.

6. Ten specimen printed Utopian passport booklets will be supplied with the Technical Bid. The bid containing the PRE-QUALIFICATION BID will be opened at 1500 Hrs on **01.05, 2017** in the Office of the Deputy Secretary (CPV-C) in the presence of the Bidders or their duly Authorized Representatives. The TECHNICAL BID and FINANCIAL BID of Pre-qualified bidders will be opened at a later date and time, for which intimation will be given to qualified bidders in advance for attending the same.

7. SCHEDULE FOR INVITATION

7.1 Name of the Purchaser :

The President of India,
(represented through)
Deputy Secretary (CPV-C)
CPV Division
Ministry of External Affairs,
Patiala House Annexe, Tilak Marg
New Delhi – 110 001

7.2 Last date and time for downloading tender documents -
on or before 12th April, 2017 upto 1600 Hrs.

7.3 Bidders' Conference will be held **on 18th April, 2017 at 1500 Hrs** at the office of the Deputy Secretary (CPV-C), CPV Division, Ministry of External Affairs, Government of India, Patiala House Annexe, Tilak Marg, New Delhi – 110001 or at the venue as decided by the Division. All queries/ clarifications to be raised during the Bidders' conference shall be intimated in writing to the Deputy Secretary (CPV-C), CPV Division by **12th April, 2017** through email uscpvc@mea.gov.in.

7.4 Last date and time for submission of tender documents on e-procurement portal(<http://eproure.gov.in/eprocure/app>) **on or before 1300 Hrs on 01st May, 2017.**

7.5 Place, date and time of opening of Pre-Qualification Bid with Earnest Money Deposit :

Place: Deputy Secretary (CPV-C)
Ministry of External Affairs, CPV Division
Patiala House Annexe, Tilak Marg
New Delhi – 110 001

Date: **01st May, 2017**

Time: **1500 Hrs.**

7.6 Validity of the Bid:

270 days from the date of opening of Bid.

7.7 Place, tentative date and time of opening of Technical & Financial Bids:

Place: Office of the Deputy Secretary (CPV-C)
Ministry of External Affairs, CPV Division
Patiala House Annexe, Tilak Marg
New Delhi – 110 001

Date: **(Actual date and time will be intimated later to the short-listed bidders)**

7.8 Tentative Commencement of installation of Printers: **June, 2017**

8. Any modification which may become necessary in the interim period before opening of the bid, will be intimated to the Bidders, through eprocurement portal as soon as possible and such modifications will be deemed to be a part of original Bid issued.

Yours Sincerely,

(Sanjiv Aggarwal)
Deputy Secretary (CPV-C)
Ministry of External Affairs, CPV Division
Patiala House Annexe, Tilak Marg,
New Delhi - 110 001

Enclosures: As above

**SECTION - D: SUBMISSION OF TENDER
(on the letter head of the Bidder)**

To

The President of India
(acting through)
Deputy Secretary (CPV-C)
Ministry of External Affairs, CPV Division
Government of India
Patiala House Annexe, Tilak Marg
New Delhi - 110 001

Subject: Submission of Tender for **“PERSONALIZATION OF INDIAN PASSPORTS USING NEXT GENERATION AUTOMATIC MACHINE READABLE PASSPORT PRINTERS ON ALL INCLUSIVE RATE PER PASSPORT BASIS IN INDIA”** against Tender Notice No.VIII/887/3/2014 dated **22nd March, 2017**

1. Being duly authorized to represent and act on behalf of..... (hereinafter referred to as “the Applicant”), and having carefully examined all the documents attached to your Invitation to Tender Notice No VIII/887/3/2014 dated **22nd March, 2017** I/we undertake to take the job of **“PERSONALIZATION OF INDIAN PASSPORTS USING NEXT GENERATION AUTOMATIC MACHINE READABLE PASSPORT PRINTERS ON ALL INCLUSIVE RATE PER PASSPORT BASIS IN INDIA”** with all the conditions stated in Invitation to Tender, instructions to The Bidders, Terms and Conditions of the Contract, Technical Specifications, Time Schedule and other Documents, all as detailed in the Tender Document.

2. I/We enclose herewith Demand Draft for/copy of receipt for payment of Rs 1500/- (Indian Rupees One Thousand Five Hundred Only) towards cost of Tender document and Earnest Money Deposit of Rs. 2,00,00,000/- (Indian Rupees Two crores only) in the form of Unqualified Bank Guarantee valid for one year, issued by /Bank name & details/ in favor of **Pay and Accounts officer, Ministry of External Affairs** sent directly by _____(issuing bank name) to the Deputy Secretary(CPV-C), Ministry of External Affairs, CPV Division, Patiala House Annexe, Tilak Marg, New Delhi-110001 with Acknowledgement Due. A bank-certified copy of the bank guarantee is attached with the PQB.

3. I/We certify that I/We have carefully read each and every condition and Technical Specifications given in this Tender Document and understood the same and I/We confirm our acceptance of the same.

4. I/We agree to abide by this Tender validity initially for a period of 270 days from the date of opening of the Bid of the tender by the Deputy Secretary (CPV-C) and it shall remain binding on us and order may be accepted at any time before the expiry of that period. I/We hereby undertake not to withdraw this Tender, during this period of 270 (Two Hundred Seventy) days. However, if I/We withdraw it, the President of India acting through Deputy Secretary (CPV-C)

(hereinafter referred to as Ministry of External Affairs (MEA) have the right to appropriate the Earnest Money without reference to us.

5. Should this Tender be accepted for which initial intimation will be given by Letter of Intent, by the Ministry of External Affairs, I/We hereby, agree to abide by and fulfill all Terms and Conditions of Tender Documents and in default thereof, I/We undertake to indemnify Government of India or its successor in office or Authorized nominee to pay such sums of money as indicated in Terms and Conditions i.e. "RISK PURCHASE CLAUSE".

6. Letter of Intent for all purposes will be formal binding contract of all terms and conditions stipulated in the tender documents and I/We undertake to abide by these terms and conditions.

7. Unless and until a formal CONTRACT is prepared and executed, the duly executed Tender Documents together with written acceptance thereof by MINISTRY OF EXTERNAL AFFAIRS shall constitute a binding CONTRACT between Government and ourselves.

8. I/We understand that the Government has the right to reject any or all the Tenders without assigning any reason.

Dated this _____ day of _____ 2017

For and on behalf of

(with seal)

Signature _____

Name in Block Letter

Name

In the capacity of

Address:

DULY AUTHORISED TO SIGN TENDER

Witness:

Signature _____

Name (in Block Letters) _____

Address:

CHAPTER 1 - DELIVERABLES

1.1 Required number of Next Generation Automatic Machine Readable Passport Personalization Printers as per technical specifications and tender evaluation criteria mentioned in **Chapter 3 & 4**, with required printer driver/software (*without the requirement for payment of any license fee for use by Government of India, for personalization of passports and other similar travel documents*) need to be supplied, installed and maintained at Passport Printing Centres in India (as per Annexure F) for personalizing machine readable passports fully in compliance with ICAO Document 9303 and subsequent amendments thereafter.

1.2 Required number of ultra thin security laminate (less than 10 micron size), fully in compliance with [ICAO Doc 9303](#) and subsequent amendments thereafter, please refer to **Chapter 3, sub para 3.13**. The winning bidder shall arrange for customizing the ultra thin laminate design as per India-centric design approved by Government of India and exclusively & securely manufactured by the successful Bidder or a different sub-contractor. The contract will be valid for an initial period of **Five** years from the date of commissioning of the first printer, and the Ministry of External Affairs shall have the right to extend the validity of the contract by another **two** years, by mutual consent, at the same rates, terms and conditions stipulated in the Bid and delineated in the contract agreement. The successful bidder (herein after known as **Service Provider**) shall arrange for an exclusive manufacturing and confidentiality tripartite agreement between the Ministry of External Affairs and the laminate manufacturer, and arrange for visits of officials of the Ministry of External Affairs to the secured factory site (at the cost of Ministry of External Affairs), to inspect security and exclusivity of the manufacturer. Cost of laminate will be included in all inclusive per passport personalization rates to be quoted for India in Indian Rupees (INR).

1.3 The printers would be installed on all cost inclusive, per passport personalization rate basis (no other charges whatsoever is payable directly or indirectly by requiring expenditure to be incurred towards sale, service, laminates, consumables, any modification of passport booklets etc). Bidder shall be fully responsible for safety, security and insurance of the equipment installed by them. The Ministry of External Affairs shall not be responsible for any loss, damage and theft of the equipment in any manner.

1.4 The bidders shall quote rate in Indian Rupees (INR) for installation of printers within India (**as per Annexure F**) on all cost inclusive per passport personalization rate basis. All instances of 'tax' in this tender document imply taxes in India only.

1.5 Bidders will submit the bid taking into consideration the prevailing foreign exchange rate (US Dollar to India Rupees). However, the foreign exchange rate on the last date of bid submission published at the website of Reserve Bank of India will be taken as reference rate. The request by the Service Provider for rate revision on account of fluctuation in foreign exchange rate (US Dollar vs INR), will be considered only if the fluctuation is more than 10% of the defined reference rate. The revised rate shall be fixed as new reference rate and shall be

applicable for the payments made by MEA to the Service Provider, from the first day of next calendar month only. If the fluctuation is downwards, MEA will revise price downwards as per the method defined above. The next revision of rate shall be undertaken only when the fluctuation is more than 10% of the current revised reference rate.

1.6 Bidder has to specify the Foreign exchange element (in % terms) in the rates quoted.

1.7 The Service Provider would be responsible for providing training and handholding to the users. Training and handholding would include actual booklet printing, minor trouble-shooting, modification of printing software setting / configuration such as changing the field headings, including / excluding / re-sequencing field headings etc. Further training should also include printer settings/ tuning.

1.8 In addition to the above, Service Provider has to station one operational support staff at each Passport Printing Centres in India at their cost to ensure that day to day printer troubles are taken care of immediately and within maximum duration of 48 hours. Installation, commissioning and integration with Passport Seva Project system would be the responsibility of the Service Provider.

1.9 Back-up printer at those location where only 1 printer is installed by the SP as per volume/load.

Validity of Rate Contract

1.10 The per passport all inclusive rate contract for personalization of passports in India will be valid for a period of **Five** years from the date of commissioning of first personalization printer. The Ministry of External Affairs shall have the right to extend the validity of the contract on the expiry of initial Five years by another **two** years, by mutual consent, at the same rates, terms and conditions stipulated in the bid and delineated in the contract agreement.

1.11 The Ministry of External Affairs has the right to impose suitable penalty in case of non-satisfactory service during initial Five years or in the extended period, and impose penalty or cancel the contract as per [Chapter - 6](#).

CHAPTER 2 - ELIGIBILITY REQUIREMENTS

2.1 Companies/firms/co-operative societies, registered in India, are allowed to participate in the bidding.

2.2 One bidder can represent only one Original Equipment Manufacturer (OEM) of passport printers. Similarly one OEM of passport printers can be represented by only one bidder. If an OEM is directly bidding, it cannot authorize any bidder.

2.3 No single bidder shall be permitted to submit two separate Bids.

2.4 Minimum turnover of Rs 10 Crore each year in IT & IT Enabled Services (in India) over last three consecutive financial years (2014-15, 2015-16 & 2016-17) of the bidder. Certified copy of Balance sheet for last three financial years as above should be submitted as proof.

2.5 The bidder must have completed at least two IT/ITES projects for Government of India/State Governments during the last 3 years.

2.6 The offered technology (model or its variant) from the manufacturer of new generation Machine Readable Passport Personalization printers, should have been successfully used in minimum four countries for personalization of at least 2,00,000 Machine Readable Passports (for each country per calendar year), totaling to at least 20,00,000 passports per calendar year, for three calendar years during the last five calendar years (2012-2016). The bidder must provide copies of completion certificate of the job and/or payment documents along with copies of work orders.

2.7 The bidder must provide evidence to the satisfaction of the MEA that the equipment as per Technical Specifications of this tender exist and will be used exclusively for one pass personalization of sample specimen passport booklets (provided by the MEA), as part of the Technical Evaluation and not in any other equipment. The personalization of passports must be in fully compliance with this tender document. The automatic personalization printer technology that is used for the production of other types of booklets and non-ICAO compliant booklets will not qualify as passport personalization machine technology. Separate usage of only parts of personalization printers such as manual printers will not be taken into account.

2.8 The manufacturer of the offered laminates, must have supplied at least 10,00,000 laminates per year for passport data pages in the last 3 calendar years during the last five calendar years (2012-2016) to at least two countries. The bidder must provide copies of completion certificate of the job and/or payment documents along with copies of work orders.

2.9 In case bidder is not the OEM, authority letter from the OEM (specific to this tender allowing the bidder to participate) should be submitted along with the tender.

2.10 The bidder must have a Service Tax Registration Number and PAN Number.

2.11 The bidding companies must have a Registration Certificate and Article of Association (in case of registered firms); bye-laws and certificate of registration (in case of registered co-operative societies); partnership deed (in case of partnership firms).

2.12 The Bidders should neither have been blacklisted by any Indian Central/State Government/Department in the last three years nor should have any litigation pending with any of the Indian Government Department (attach affidavit only if no litigation is pending).

CHAPTER 3 - TECHNICAL SPECIFICATIONS

NEXT GENERATION AUTOMATIC MACHINE READABLE PASSPORT PERSONALIZATION PRINTERS

3.1 Technical Specification for Passport printer:

Sl. No.	Features	Automated Printer	Desktop Printer
1	Size	The printer should be flexible and modular, which can be changed or capacity expanded per requirements. The maximum size (lxb) the printer should be (12 feet x 5feet).	The printer should be flexible and modular, which can be changed or capacity expanded as per requirements. The maximum size (lxb) of the printer should be (4 feet x 4feet).
2	Speed	Min 200 Booklets per hour. Printing would include 2 adjacent pages (data + observation), ePersonalization, printing of secure, machine readable secondary image and Lamination all in "One Pass" using the same print technology and single module, as per standard process – refer ICAO Doc 9303 and subsequent amendments thereafter. Service Provider should be capable of personalization of both normal and e-passport Booklets.	Min 60 Booklets per hour, Printing would include 2 adjacent pages (data + observation), printing of secure, machine readable secondary image and e-Personalization all in "One Pass" using the same print technology as per standard process – refer ICAO Doc 9303 and subsequent amendments thereafter. Service Provider should be capable of personalization of both normal and e-passport Booklets.
3	Standard Printing Process including Pre-Perso QC	The printing process should follow the Standard Operating Procedures (SOP) such as: a) Taking the booklet inside from automatic input box.(minimum) b) Read OCR passport number and fetch the data (data/image) from the server for automatic Perso. Counting of Pages in the Passport c) Data-Page confirmation with 100% accuracy. d) Chip verification e) ePersonalization	All features of big printers except for automatic feeding / delivery of booklets for graphical Perso and lamination. Means, such features could be manual and may not be automatic. Booklets personalized through small printers should be exactly same. (Forensically) as the

		f) Graphical Personalization g) Lamination h) Reject handling i) Automatic delivery into output box.	ones produced on the big machine.
4	Flattening of Booklets	The printer should support flattening of passport booklets to ensure a flat surface during printing of data.	Not a mandatory requirement.
5	Resolution of photograph	Minimum 720 DPI in case of Inkjet Printer and 400 DPI in case of Thermal Printer	Minimum 720 DPI in case of Inkjet Printer and 400 DPI in case of Thermal Printer
6	Secure Secondary Image	Printing of machine readable, secure secondary image on the Data page of the travel document. This should be created using special micro-text screen and line modulation technique using personal particulars of applicant, without unduly obstructing / overwriting any data on the data page; that would result in illegibility of the data.	Printing of machine readable, secure secondary image on the Data page of the travel document. This should be created using special micro-text screen and line modulation technique using personal particulars of applicant, without unduly obstructing / overwriting any data on the data page; that would result in illegibility of the data.
7	Camera based solution	Should have a camera based solution to accurately print the photo, data & secure secondary image in alignment to the pre-printed data on the data page. The Ministry may opt for blank booklets without pre-printed field heading in future. The Ministry may also opt for personalization on data page & observation page or on data page only.	Should have a camera based solution to accurately print the photo, data & secure secondary image in alignment to the pre-printed data on the data page. The Ministry may opt for blank booklets without pre-printed field heading in future. The Ministry may also opt for personalization on data page & observation page or on data page only.
8 *	ePerso Feature	ePerso solution including required software as per ICAO requirements. Initially, it should support PA/BAC and further upgradable to EAC, SAC, PACE etc. defined by ICAO from time to time. Should also provide all necessary support to integrate with Passport Seva Applications	ePerso solution including required software as per ICAO requirements. Initially, it should support PA/BAC and further upgradable to EAC, SAC, PACE etc. defined by ICAO from

			time to time. Should also provide all necessary support to integrate with Passport Seva Applications.
9	Centralized Control	No data should be retained / processed / altered locally. Provision to capture Audit Trail Logs	No data should be retained / processed / altered locally. Provision to capture Audit Trail Logs
10	Graphic User Interface (GUI) based application Support	The printer should support GUI interface for ease of supervision and monitoring such as: a) Change of cartridge when ink is finished or running low. b) Loading of blank booklets as needed. c) Remove booklets from output module. d) Handling of rejected booklets if stuck in the printer etc. e) Alerts for technical error	The printer should support GUI interface for ease of supervision and monitoring such as: a) Change of cartridge when ink is finished or running low. b) Alerts for technical error
11	Input / Output Module	Should be able to hold 200 Booklets of existing 36 page passports.	Not Applicable
12	Human Intervention at various stages	No human intervention except: a) Loading booklets into input / output / reject Bin. b) Loading of all consumables such as ink cartridges / laminating film roll etc	No human intervention except: a) Inserting & removing booklets into the Printer b) Loading of all consumables such as Ink Cartridges / Laminating Film Roll etc. c) Manual operation for laminator too.
13	Post Perso QC	QC of MRZ, Chip Reading	Manual

14	Printing Capability as per Booklet size	<p>The printer should be capable of personalizing travel documents having 4 to 60 pages without any compromise in quality, speed and accuracy fully in compliance with ICAO Doc 9303 and subsequent amendments thereafter.</p> <p>In case of Inkjet technology, printer must use Pigment Inks.</p> <p>In case of reverse printing, the printer shall reverse print on the back of the ultra-thin security laminate using waterproof pigment colors and affix it on the data & observation page.</p> <p>The core of the printer for loading the thin lamination film should be standard core and without a chip.</p>	<p>The printer should be capable of personalizing travel documents having 4 to 60 pages without any compromise in quality, speed and accuracy fully in compliance with ICAO Doc 9303 and subsequent amendments thereafter.</p> <p>In case of Inkjet technology, printer must use Pigment Inks.</p> <p>The bidder should ensure that final product (Passport) should forensically match to the same standard, during the currency of contract .</p> <p>In case of reverse printing, the printer shall reverse print on the back of the ultra-thin security laminate using waterproof pigment colors and affix it on the data & observation page.</p> <p>The offered printer and laminate should not be tightly coupled.</p>
15 *	Operating Temperature	<p>The printer must be able to operate in temperature range of 10 – 30 degree Celsius. During non-operating period, printer should withstand worse weather condition ranging from -20 degree Celsius to +60 degree Celsius</p>	<p>The printer must be able to operate in temperature range of 10 – 45 degree Celsius. During non-operating period, printer should withstand worse weather condition ranging from – 20 degree Celsius to +60 degree Celsius.</p>

16 *	Quality Assurance	<p>The bidder should guarantee 10 years non-fading of colour and black & white printing on the passport after lamination and non-peeling of laminate for 10 years, using Passport booklets supplied by the Ministry.</p> <p>Transfer used for printing of data must be Machine Readable. There should be no smudging, smearing, fading or loss of quality of the printing after lamination</p> <p>Personalized passports must withstand temperature range of -20 to +60 degree Celsius.</p>	<p>The bidder should guarantee 10 years non-fading of colour and black & white printing on passport after lamination and non-peeling of laminate for 10 years using passport booklets supplied by the Ministry. There should be no smudging, smearing, fading or loss of quality of the printing after lamination.</p> <p>Personalized passports must withstand temperature range of -20 to +60 degree Celsius.</p> <p>The bidder should ensure that final product (Passport) should forensically match to the same standard, during the currency of contract.</p>
17 *	Rejection Ratio	<p>The bidders should guarantee a rejection rate of not more than 0.5% of the total number of booklets printed in a quarter (quarterly billing period) on account of chip reading, misalignment or misprint of data / images or ink smudging.</p>	<p>The bidders should guarantee a rejection rate of not more than 0.5% of the total number of booklets printed in a quarter (quarterly billing period) on account of chip reading, misalignment or misprint of data / images or ink smudging.</p>
18*	Exception Handling	<p>The printer should prove to be able to handle any variations (at least up to 3 mm) in the physical dimensions of the passport booklets or misaligned / unregistered background printing and / or the field heading printing without any misalignment in data and photograph printing</p>	<p>The printer should prove to be able to handle any variations (at least up to 3 mm) in the physical dimensions of the passport booklets or misaligned / unregistered background printing and / or the field heading printing without any misalignment in data and photograph printing</p>

19*		The printer should not damage / alter or modify the physical and security features of the booklets in any manner whatsoever, during the printing process.	The printer should not damage / alter or modify the physical and security features of the booklets in any manner whatsoever, during the printing process.
20	Passport Booklets Support	<p>The printer should be capable of printing directly on the newly designed Indian passport booklet. The printer should be capable of operating independent of the Raw Materials (Paper, Inks, Laminating Film, Cover etc) used in the manufacture of the passport.</p> <p>It will be responsibility of the Service Provider to modify the printer to suit the physical/ chemical parameters of the passport booklet, in consultation with booklet manufacturer M/s. India Security Press, Nashik.</p>	<p>The printer should be capable of printing directly on the newly designed Indian passport booklet. The printer should be capable of operating independent of the Raw Materials (Paper, Inks, Laminating Film, cover etc) used in the manufacture of the passport.</p> <p>It will be responsibility of the Service Provider to modify the printer to suit the physical / chemical parameters of the passport booklet, in consultation with booklet manufacturer M/s India Security Press, Nashik</p>
21*	Photo Quality	The printer must be capable to print continuous tone quality photo in colour as well as the signature in black ink without destroying and downgrading photo quality	The printer must be capable to print continuous tone quality photo in colour as well as the signature in black ink without destroying and downgrading photo quality
22		<p>The Service Provider shall supply all drivers and softwares without any additional cost, royalty, license fee, etc. Integration with the existing PSP system (and any modifications in future, if any) shall be the responsibility of SP without any extra cost directly or indirectly to Government of India.</p> <p>The bidder should also ensure HSM and key management set up as mentioned in the bid document.</p>	<p>The Service Provider shall supply all drivers and softwares without any additional cost, royalty, license fee, etc. Integration with the existing PSP system (and any modifications in future, if any) shall be the responsibility of SP without any extra cost directly or indirectly to Government of India.</p>

			The bidder should also ensure HSM and key management set up as mentioned in the bid document.
23		The printer software / driver should also be capable of allowing reconfiguration of various print parameters such as dynamic font sizes, font types, bilingual (Hindi & English) field headings on MEA approved fonts & print positions of individual fields and so on in case of blank data page (without pre-printed headers). The printer software/driver should allow for the data page layout changing	The printer software / driver should also be capable of allowing reconfiguration of various print parameters such as dynamic font sizes, font types, bilingual (Hindi & English) field headings on MEA approved fonts & print positions of individual fields and so on in case of blank data page (without pre-printed headers). The printer software/driver should allow for the data page layout changing

Whereas all the parameters need to be demonstrated during technical demonstration in India,, bidder need to submit self certification for technical parameters marked with ()*

3.2 The printer shall validate personalization parameter in the Passport Seva System/Application and send feedback to the PSP system about results of personalization including serial numbers of passport, chip, laminate & any other passport personalization related parameters.

3.3 The Service Provider shall coordinate with the agencies involved in operation of Passport Seva System, Hardware Security Module (HSM)/Key Management etc. and provide all necessary support for integration of printing solution, without any additional cost. MEA shall provide the private keys and rest of the component like HSM etc. shall be arranged by SP.

3.4 The Service Provider shall supply free of cost, royalty, license fee, normal and e-passport personalization/encoding software along with the printer. The printer driver/software should be authorized and licensed by the OEM. Any cost thereof shall be incorporated in per passport all cost inclusive personalization rate. It will be the responsibility of the Service Provider to integrate the printer software and hardware with Passport Seva Project (PSP) system. The Service Provider shall provide all assistance and access to basic code of the software to the PSP Technology partner, so that full and proper integration of the printer software with PSP system is ensured. In case of any compatibility issue on software, the Service Provider shall be responsible for making suitable modifications initially and at a later stage as per requirement of PSP.

3.5 The printer should be capable of printing accurately personal particulars, data and photo on pre-printed booklet. In case of blank booklet (without pre-printed headers), the printer must be capable of printing field headings in Hindi and English in MEA approved fonts along with personal particulars, data and photo. The printer/software should also be capable of allowing reconfiguration of various print parameters such as changing font size, types & print positions of individual fields and so on.

3.6 Personalization/e-Personalization process/software must ensure data integrity (including portrait, hash etc).

3.7 MEA may decide at a later stage based on industry and global security trends upgrading/migrating from PA/BAC to EAC, SAC, PACE etc. defined by ICAO from time to time. If MEA decides to take up such upgradation/migration, any impact (either software or hardware) on personalization solution will be the responsibility of the Service Provider. Cost implication of such upgradation/migration should be part of the bidding cost itself.

3.8 The bidder must provide evidence to the satisfaction of the MEA that the equipment as per Technical Specifications of this exist and will be used exclusively for one pass personalization of sample specimen passport booklets, as part of the Technical Evaluation and not in any other equipment.

3.9 In case of Passport Issuing center with personalization of 750 passports or more per day, only automatic printers are to be installed. In any Passport Issuing center, there should not be more than 2 desktop printers at a time.

3.10 The Service Provider must have strategic reserves of printers of both automatic and desktop size, to meet any exigencies.

3.11 MEA will provide (a) air-conditioned room (b) Input power through UPS.

3.12 Since Government of India is not using Polymer Polycarbonate data page in passport booklets, printers employing laser technology meant for Polymer Polycarbonate data page are not being sought in this tender.

3.13 MANDATORY TECHNICAL SPECIFICATIONS FOR ULTRA THIN SECURITY LAMINATE

3.13.1. Specifications : The printer, for affixing laminate over data page, shall use ultra thin heat sealed Diffractive Optical Variable Image Device security laminate (less than 5 micron size after lamination, and less than 10 microns before lamination), fully in compliance with ICAO Document 9303 and subsequent amendments thereafter , with:

- **Level 1 features:**

- a) Optical security holograms/devices, covering at least 60% (sixty per cent) of the laminate including one on the photo, with simple front/back/left/right tilt/rotate movements.

b) At the direct reflection angle of the light, a 2 colour image must appear. The two colours of this image should inter-change when rotated 90° among the perpendicular axis.

c) The optical devices must be bright colour, pixel free, very high definition, outline/image morphing animation;

- **Level 2 features:**

10x Micro lettering & serial number in visible color, guilloches etc. and one invisible UV image.

- **Level 3 features:**

a) 100x Nano text/symbol forensic security features.

b) The ultra thin laminate should also have lower reflective Machine Readable Zone (MRZ) area. MRZ must not be disturbed by the laminate brightness and reflectivity. This zone shall not contain any diffractive element and must demonstrate, at the direct reflection angle, a lower reflectivity than the design area.

c) The ultra thin laminate shall be exclusively customized as per India centric design and approved by Government of India. This should be exclusively manufactured by the same or different OEM, after entering into an exclusive manufacturing and confidentiality clause with Government of India and including visits to the factory site(at the cost of Government of India) to inspect security and exclusivity of the manufacturer.

3.13.2 Testing: The Service Provider must certify that the supplied laminate must meet the following specifications and norms. The test report demonstrating the resistance of the laminates against the following should be submitted:

1) Mechanical Resistance 2) Resistance to Abrasion 2) Chemical resistance; 4) Stability to Temperature; 5) Stability to Light, 6) Technical characteristics 7) Security requirements, in accordance with ICAO standards.

- **Mechanical resistance –**

a. **Tear resistance** - After applying a test tape (Tesa tape 4104 or equivalent) onto the laminate on the data page, the test tape is ripped from the layer.

Results - No significant removal of the layer from the paper surface.

b. **Resistance to Abrasion** - TMI Ink Rub tester - The TMI Ink Rub Tester is designed to provide a means of testing the abrasion resistance. The specimen is fastened to a test block and is moved

through an arc of 2.25" (57.2 mm). The specimen is moved through this arc for a predetermined number of cycles, at a predetermined speed.

Results -The data page should suffer minimal visible damage and should remain machine readable.

- **Chemical resistance –**

The laminated passport personalization page is immersed in the following kind of chemicals – Acids, Bases, Solvents

Results - It should not be possible to remove the laminate without damaging or destroying it.

- **Stability to Temperature –**

The laminated data page is subjected to extreme temperatures –

- Resistance to cold: -35°C;
- Resistance to temperature (accelerated ageing): +70°C.

Results – The laminated personalization data page should remain intact.

- **Stability to light –**

The light resistance is tested with a SUNTEST CPS exposure system.

Results -The laminated personalized data page should remain intact.

- **Technical characteristics:**

- Foil: Delivered in roll for hot lamination.
- Base film: Polyester.
- Thickness (remaining layer on the data page after hot lamination): 10 (ten) micrometers maximum.

- **Security requirements**

The complete process of laminate production (Designing, origination and production) must be exclusively made on a single site to guarantee high security standards.

3.13.3 Certification: The supplier of the hologram shall preferably have the following certifications:

- ISO 9001 or equivalent
- ISO 14001 or equivalent
- ISO 18001 or equivalent
- ISO 14298 or equivalent

- IHMA membership (International Hologram Manufacturer Association)

3.13.4 **Scope of MEA:** The supply, usage and stock of laminates shall be regulated through a separate indent system of the PSP. The laminate must have individual serial number in visible color.

3.13.5 **Customization of Ultra-Thin Laminate:** The purchaser (Ministry of External Affairs) shall provide images reflecting historical, cultural, political, constitutional heritage of India for preparing exclusively customized specimen laminate design. The Service Provider shall arrange for laminate supplier to enter into an exclusive and secure production agreement with Purchaser (Ministry of External Affairs) as well as a confidentiality agreement about the design and specifications of the laminate so manufactured for India, and also arrange for visits to the factory site by officials of Ministry of External Affairs at cost of Government of India, to inspect security and exclusivity of laminate manufacture. **The cost of customization of the laminate shall be part of the personalization rates, quoted in the financial bids.**

3.13.6 The laminate must not peel off for at least ten years during normal usage of the passport;

3.13.7 The Service Provider shall at all times, without fail, ensure availability of adequate number of specially designed laminates approved by Government of India at all the places where the printer will be installed.

All the above deliverable features shall be certified by the Bidders in the bid document and the contract is liable to be terminated with costs if there are any misrepresentations to the contrary of written submissions. The printer shall be capable of personalization of both Machine Readable Passports and e-passports as per Technical requirements.

3.14 CREATION OF HARDWARE SECURITY MODULE (HSM)/ KEY MANAGEMENT SYSTEM (KMS) AT PASSPORT SEVA DATA CENTER

The Service Provider who will be awarded the turnkey implementation of personalisation, lamination & issuance of ePassports contract should include the following as part of their scope of work. Any cost thereof shall be incorporated in the per passport all cost inclusive personalization rate.

- MEAs shall provide private keys for epersonalization, rest all components (like HSM etc.) shall be provided by SP. The HSM/key management setup to be done centrally/distributed made, keeping in view the personalization throughput as per technical specifications.
- HSM (Hardware Security Modules) for KMS and document signer at central & issuance sites at RPOs.
- All associated IT hardware (PC, Servers, Racks etc)
- Installation, integration & training
- Support & Maintenance

CHAPTER 4 - TENDER EVALUATION CRITERIA

Evaluation of this tender shall be a three stage process. Only successful bidders of a stage, shall be evaluated in the next stage. Details of evaluation process are in the following sections:

PRE-QUALIFICATION BID EVALUATION [1st Stage]

4.1 The nominated committee will open and evaluate Pre-qualification Bid to determine the eligibility, required experience, manufacturing capacity, proper authorization in case of company representing the manufacturer and adequate financial capability. The EMD of rejected PQB offers will be returned at this point, without opening Technical and Financial Bids. The cost of tender document Rs 1500/- (Indian Rupees One Thousand Five Hundred only) will not be refunded. The format of the PQB is given at **Annexure A (A1-A7)**.

TECHNICAL BID EVALUATION [2nd Stage]

4.2 During Technical Evaluation, the bidder will have to demonstrate all technical requirements stipulated in **Chapter 3, Annexure – B** and Chapter-4.

(i) The technical specifications evaluation proforma is attached at **Annexure-B**. A nominated Committee of the Ministry of External Affairs (MEA) will open and evaluate technical bids to determine the technical suitability and competence of the bidders to perform the contract. Bidders who meet the technical criteria will be invited to give a detailed presentation and demonstration of their entire system, focusing specifically on tender requirements. MEA will issue 300 normal and 300 jumbo ICAO compliant specimen passport booklets (combination of ordinary & epassport) along with sample data for personalization. Bidder shall print 25% of specimen booklets on desktop and 75% on automated printers. All the specimen personalized passport booklets (along with rejected/damaged) shall be submitted back to the Ministry, within three weeks of receipt of booklets. Non-return of personalized specimen booklets along with rejected/damaged specimen booklets shall result in rejection of the bid and forfeiture of EMD. The bidder must provide evidence to the satisfaction of the MEA that the equipment as per Technical Specifications of this tender exist and was used exclusively for one pass personalization of specimen passport booklets, as part of the Technical Evaluation and not in any other equipment.

(ii) The Evaluation Committee will evaluate the personalized specimen booklets (as per technical specifications), submitted by the bidders. The samples personalized passport given by the bidders by using automatic and desktop printers would be inspected by observation and would also be forensically examined for their uniformity and quality. It may be noted that maximum 20% rejection/ damaged shall be allowed out of the total specimen booklets provided to the bidders. In case the rejected/ wrongly personalized booklets are more than 20% of the total, the bids shall be rejected.

(iii) Bidders qualified this stage shall arrange for a detailed demonstration of both types of printers (automatic & desktop) in India. During this process, MEA shall evaluate the integrated setup and throughput, as per specifications.

(iv) Designated Evaluation Committee, as decided by the MEA, shall visit production site where offered printers are deployed in order to oversee the end to end operation including throughput and other technical parameters.

(v) Financial Bids of only those bidders, who have qualified technical evaluation, shall be opened. EMD of technically unsuccessful bidders shall be returned at this stage too. EMD of the any offers rejected on account of not meeting the technical criteria or failing in technical evaluation will be returned without opening the financial bid. Due notice will be given to technically qualified bidders to attend the Financial Bid opening.

4.3 There shall be periodical process of evaluation of booklets personalized during entire contract period. This shall be carried out by an agency appointed by the Ministry, in accordance with terms & conditions of this tender.

4.4 Provisional Database structure for printing data page and observation page at page No. 3 and 4 of the specimen passport booklet as per ICAO Doc 9303 and subsequent amendments thereafter

Page 3

Photograph	-	JPEG file format
Signature	-	JPEG file format
Passport Number	-	CHAR(8)
*Surname	-	CHAR(33), 39 for compressed
*Given Names	-	CHAR (33), 39 for compressed
Sex	-	Single Field (M/F/T)
Date of Birth	-	DD-MM-YYYY
Place of Birth	-	CHAR(30)
Name& Place of Issuing- Authority	-	CHAR(30)
Date of Issue	-	DD-MM-YYYY
Date of Expiry	-	DD-MM-YYYY

Page 4

Father's Name	-	CHAR(40)
Mother's Name	-	CHAR(40)
Spouse's Name	-	CHAR(40)
Address	-	CHAR(40) x 3 lines
Aadhar No.	-	CHAR(12)

Old Passport details

Passport Number	-	CHAR(8)
Date of Issue	-	DD-MM-YYYY
Place of Issue	-	CHAR (40)
Old Passport status code	-	CHAR(1) shall be printed.

Sr. No.	Printed Page Number	Field Name/Label	Sample Values (printed by system on blank booklet)	(max.) Count of Printable Characters (rough estimate)
1	First Page	Photograph	<Photograph>	-
2	First Page	Signature	<Signature>	-
3	First Page	LSI Image	<LSI Image>	-
4	First Page	Surname	SHARMA	39
5	First Page	Given Name	ASHISH KUMAR	39
6	First Page	Nationality	<i>None</i> (Nationality is dynamically printed for IC booklets (up t 14 characters e.g. TIBETAN. "INDIAN" is pre-printed on Ordinary/Diplomatic/Official passports)	14
7	First Page	Sex	M or F or T (T is for Transgender)	1
8	First Page	Date of Birth	24/07/1978 (DD/MM/YYYY)	10
9	First Page	Place of Birth	JARAJPUR, BULANDSHAHR, UTTAR PRADESH	39
10	First Page	Place of Issue	DELHI	25
11	First Page	Date of Issue	16/10/2014	10
12		Date of Expiry	15/10/2024	10
13	First Page	MRZ Block	<Two lines of MRZ block are printed at the bottom of first page>	
14	Last Page	Emigration Check	EMIGRATION CHECK REQUIRED (printed only for cases not approved for ECNR)	25
15	Last Page	Passport Number (Bar Code+Alphanumeric)	J1234002 (printed as bar code swith alphanumeric value mentioned below bar coded value)	8
16	Last Page	Name of Father / Legal Guardian	HARI OM SHARMA (includes Surname)	44
17	Last Page	Name of Mother	SUNITA KAUSHIK SHARMA (includes surname)	44
18	Last Page	Name of Spouse	RAJNI KAPOOR SHARMA (includes surname)	44
19	Last Page	Address	FLAT NO 1231, HARGOVIND ENCLAVE	44
20	Last Page		RAGHUVAR PURA, GANDHI NAGAR, DELHI	44
21	Last Page		PIN:110031, DELHI, INDIA	44

22	Last Page	Old Passport No. with Date and Place of Issue	B5007771	8
23	Last Page		19/08/2004 (DD/MM/YYYY)	10
24	Last Page		DELHI	14
25	Last Page	File No.	Case 1 (Not Reissue against Lost Passport): DL1070012356714 (File Number only) Case 2 (If Reissue against Lost Passport): DL1070012356714 - OLD PASSPORT REPORTED LOST	44

FINANCIAL BID EVALUATION [3rd Stage]

4.6 The bid per passport personalization rates in India (in Indian Rupees INR) offered will be inclusive of cost on importing personalization machines, laminates, all customs and excise duties and other national/local taxes excluding Service Tax on the bid rate. No license fee would be payable for any driver/software/firmware/hardware etc. The nominated Committee will then evaluate the Financial Bids (Grand Total Value (GTV) of the financial bid) **(Annexure C)**, of all technically qualified bidders and select the lowest valid bid. Detailed financial bid of only the lowest bidder (arrived through GTV formula) shall be opened. In case L1 is not able to execute the contract, detailed financial bids of L2 shall be opened.

CHAPTER 5 - DELIVERY SCHEDULE & PAYMENT TERMS

5.1 Government of India, Ministry of External Affairs (MEA) will need as many printers as required to print approximately a minimum of 5 million passports during the period June 2017 to December 2017 in a phased manner over a period of six months & 13 million passports in 2018 and 15 million passports per calendar year in subsequent years. The Service Provider shall provide at least 25% additional printing capacity printers than the average issue of passports during average 7 working hours per day for average 250 days in a year.

5.2 The contract will be valid for an initial period of **Five** years from the date of commissioning of the first printer, and the Ministry of External Affairs shall have the right to extend the validity of the contract by another **two** years, by mutual consent, at the same rates, terms and conditions stipulated in the bid and delineated in the contract agreement. The Service Provider has to import, install and operationalize the number of printers in India (as per the list at **Annexure F**) to cater to a volume of personalizing minimum 10,000 passports per day, within four months from the date of award of tender and additional 10,000 passports per day for each subsequent month for the next five months, thereby, reaching a total capacity of 60,000 passports per day in India, within nine months from the date of award of tender. Failing which, penalty would be imposed as per **Chapter-6**.

5.3 The payment for personalization of passports done during the preceding quarter, would be made by the Ministry of External Affairs, New Delhi, in Indian Rupees within 90 days from the date of submission of pre-receipted invoices in triplicate in the name of Ministry of External Affairs, Government of India, on production of satisfactory job completion certificate from the respective Passport Printing Centres in India certifying the number of passports personalized during the billing period.

5.4 In case of Passport Issuing centers, with personalization of 750 passports or more per day, only big automatic printers are to be installed.

5.5 In any passport issuing center, there should not be more than 2 Desk top printers at a time.

5.6 The Service Provider must have strategic reserves of printers of both big and desk top size, to meet any exigencies.

5.7 The per passport rate are to be quoted in Indian Rupees only and exclusive of Service Tax.

5.8 All invoices shall be submitted in Indian Rupees only and payments will be made in Indian Rupees, subject to deduction of TDS as per Income Tax Act 1961 and other taxes, if any, as per Government of India Rules applicable from time to time.

5.9 No Advance payment shall be made under any circumstances.

5.10 Bidders will submit the bid taking into consideration the prevailing foreign exchange rate (US Dollar to Indian Rupees). However, the foreign exchange rate on the last date of bid submission published at the website of Reserve Bank of India will be taken as reference rate. The request by Service Provider for rate revision on account of fluctuation in foreign exchange rate (US Dollar vs INR), will be considered only if the fluctuation is more than 10% of the defined reference rate. The revised rate shall be fixed as new reference rate and shall be applicable for payments by the MEA to the Service Provider from the first day of next calendar month only. If the fluctuation is downwards, the MEA will revise price downwards as per the method defined above. The next revision of rate shall be undertaken only when the fluctuation is more than 10% of the current revised reference rate.

5.11 Bidder has to specify the foreign exchange element (in percentage terms) in the rates quoted.

CHAPTER 6 - PENALTY CLAUSE

The failure of Service Provider to fulfill tender terms and conditions will attract following penalties:

6.1 In case of inability/refusal of lowest bidder to execute the project as per terms and conditions of the tender, the lowest bidder will be disqualified and the entire tendering process would be repeated for appointment of a fresh vendor. The EMD/performance guarantee/pending bills of the lowest bidder would be forfeited.

6.2 Schedule for installation, commissioning and integration of printing solution with PSP system

6.2.1 The Service Provider shall complete the following tasks within stipulated time:

i) The Service Provider shall arrange for import into India required number of passport personalization printers, laminates and other consumables and arrange for necessary customs and all other regulatory clearances/certifications, within two months of award of the contract. The Service Provider shall arrange for test-printing of new design ICAO-compliant passport booklets, using MEA-approved ultra thin laminates, at a selected Passport Printing Centre in India within three months of award of the contract.

ii) The Service Provider shall arrange for the Ministry of External Affairs to sign a tripartite exclusivity and confidentiality agreement with the Service Provider and the producer of the laminate; as well as arrange for visit of officials of the Ministry of External Affairs (at the expenditure of MEA) to the secured factory premises of the laminate producer for inspection and certification of exclusive manufacture of the laminate within two months of award of the contract.

iii) The Service Provider shall arrange for designing and submit to MEA within one month of award of contract, draft India-oriented design of the ultra thin security laminate with patent-free or license fee paid images of India for use in the laminate.

iv) The Service Provider shall, in consultation with Ministry of External Affairs, shall completely and successfully integrate/install the printing solution, to cater to a volume of personalizing minimum 10,000 passports per day (at the select locations as per the list at **Annexure F**), within four months from the date of award of contract and additional 10,000 passports per day for each subsequent month for the next five months, thereby, reaching a total capacity of 60,000 passports per day, within nine months from the date of award of tender.

Penalty for Delay in establishment of first printing capacity in India:

6.3 If the Service Provider is unable to install, commission and integrate the printing solution (as per **section 6.2 [i-iv] above**), with minimum assured personalization capacity of 10000 passport per day, within a time period of four months from the date of award of contract, a penalty equivalent to 5% of the

personalization value of 10,000 passports per day, would be levied per working day for the delayed period. In case of delay of more than six months from the date of award of contract, the MEA has the right to terminate the contract awarded to L1 bidder. The entire tendering process would be repeated for appointment of a fresh vendor. The EMD of the Service Provider (L1 bidder) who was awarded the contract will be forfeited.

Penalty due to delay of Completion of the Project in India:

6.4 If the Service Provider fails to import, install and commission the requisite number of printers in India in all the Passport Printing Centres as per **Annexure E**, with requisite consumables and ultra thin customized laminate so as to issue all Indian passports using new printers, within a total of nine months of award of the contract, with a total capacity to personalize 60,000 passports per working day, *5% of the personalization value of number of passports short of 60,000 passports per day*, would be levied per working day for the delayed period, maximum up to 3 months, failing which the MEA shall invoke the termination clause.

Penalty due to Breach of Service Levels

6.5 If the printer in India is non-functional due to any technical problem, the Service Provider should repair the printer within two working days. In case of failure to do so, penalty for each subsequent day would be imposed as follows and deducted from performance guarantee or from the quarterly bill payable to the Service Provider as below:

Personalization rate per passport x average number of passports per day at the specific centre x number of delayed days

Penalty for damaging booklets beyond 0.5% allowable rejection rate:

6.6 An amount of Rs 1000/- (Rupees One thousand only) per damaged booklet will be deducted, from any sum payable to the Service Provider by the Ministry of External Affairs, beyond the permissible limit of 0.5% booklet rejection (i.e. if rejection is more than 0.5% of the total number of booklets printed in a quarter billing period on account of misalignment or misprinting or wrong printing of data or images or overall quality of the product).

6.7 The Service Provider shall ensure highest degree of quality of personalization, as demonstrated at the time of Technical evaluation, throughout the validity period of the contract. There shall be periodical checks/evaluation of booklets personalized during entire contract period, by an agency nominated by the MEA, in accordance with the terms and conditions of the contract. If the printed passport booklets are found not meeting the prescribed standards, these will be treated as damaged and penalty will be imposed accordingly. The quality of personalization of passports shall remain the same (in forensic terms) at all Passport Printing Centres in India at all times and in all types of printers (automatic /Desk top) supplied.

6.8 **e-Personalization:** The printer should be capable of detecting and personalizing both normal passports and e-passports. If the printer is not capable of personalizing e-passports as and when e-passport booklets are made available (in May/June 2017 tentatively), 5% of the personalization value of number of e-passports issued per day, by the Ministry of External Affairs would be levied for delayed period, as below:

Personalization rate per passport x number of e-passports issued per day x number of delayed days

6.9 The Earnest money deposit can be forfeited if a Bidder:

- (a) Withdraws its Bid during the period of Bid validity;
- (b) Does not accept the correction of errors;
- (c) In case of successful bidder, fails to sign the contract within the stipulated time; and
- (d) Defaults on execution of the contract, after accepting offer of contract.

6.10 The conditions stipulated in the contract shall be strictly adhered to and violation of any of these conditions by the Bidder will entail termination of the contract without prejudice to the right of the MEA. In addition, MEA shall be free to forfeit the EMD/Performance Guarantee and getting the assigned work done from alternate sources at the risk and cost of the defaulting vender.

TERMINATION - DEFAULT BY THE SERVICE PROVIDER

6.11 The installation and commissioning of the printers, integration of printing solution with Passport Seva system and design, supply & printing of ultra thin laminate shall have to be completed satisfactorily within three months of award of contract, and full scale operation of the first printer within four months in India, from the date of award of the contract, failing which the Ministry of External Affairs shall impose the applicable penalty clause. In case of delay of more than six months from the date of award of contract, MEA shall give notice of default to the Service Provider and request the Service Provider to cure such default within 7 (seven) days of receipt of said notice. Should the Service Provider is not able to cure the default within the said period, the Ministry of External Affairs has the right to terminate the whole or any part of the contract within next 7 (seven) days. In that case, the tendering would be invited afresh. The EMD or performance guarantee of the Service Provider (L1 bidder) who was awarded the contract will be forfeited/encashed.

6.12 For any other breaches i.e. if the Service Provider is unable to carry out any of the terms, conditions, covenants or obligations of the contract, or fails to deliver any or all the services within the time period specified in the work order or any extension thereof granted by the MEA, the Ministry of External Affairs shall give notice of default to the Service Provider and request the Service Provider to cure such default within 15 (fifteen) days of receipt of said notice of default. Should the Service Provider not cure the default within the said period, the Ministry of External Affairs, shall, within next 15 (fifteen) days, terminate the whole or any part of the contract. In such event, the Service Provider shall not be

entitled to the payment of charges on any account or any portion thereof with respect to any of the work not completed by the Service Provider in accordance with the terms of the contract at the time of the said notice in writing to the Service Provider.

6.13 Upon termination of the contract under this clause, the Ministry of External Affairs shall require the Service Provider to deliver to the Ministry of External Affairs any finished work which has not been delivered prior to such termination. The Ministry of External Affairs, however, shall pay the Service Provider for all such finished work delivered and accepted. In that case, the tendering would be invited afresh

6.14 TERMINATION OF CONTRACT

Termination for insolvency

MEA may at any time terminate the work order/contract by giving written notice of 30 (thirty) days to the Service Provider, without any compensation to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent.

CHAPTER 7 - GENERAL TERMS & CONDITIONS

7.1 The Ministry of External Affairs may, at its own discretion, extend the date for submission of Bids. In such a case, all rights and obligations of the Ministry of External Affairs and the bidders shall be applicable to the extended time frame. The Ministry of External Affairs will not be responsible for any delay on the part of the Bidders in obtaining the Tender Document or submission of Bid Documents before the due date and time of submission.

7.2 At any time prior to the last date for receipt of Bids, the Ministry of External Affairs 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, if any, will be notified on the Ministry of External Affairs website and eprocurement portal and should be taken into consideration by the prospective bidders while preparing and submitting their bids.

7.3 The Bidders will bear all cost associated with the preparation and submission of the Bids. The Ministry of External Affairs will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.

7.4 Transfer of Tender documents is not permissible. Similarly transfer of tenders submitted by one Bidder to another is not permissible under any circumstances.

7.5 Transfer of payment for cost of Tender Document or EMD is not permissible. The completed tender with proof of payment of Rs. 1500/- (Rupees One Thousand Five Hundred only) for printed/downloaded tender document will be accepted upto **1st May, 2017 at 1300 hrs on eprocure.gov.in.**

7.6 Clarifications, if any, may be obtained at the Bidders' Conference which will be held **on 18th April, 2017** in the Office of Deputy Secretary (CPV-C). No queries will be entertained after the bidders' conference. All clarifications and/or interpretations given during the bidders' conference shall form part of the tender specifications and shall accompany the tender, which shall be submitted by the bidder within the specified time and date in the invitation to the tender. In case, there is any change in the schedule of this conference, the same shall be informed through **www.mea.gov.in; www.passportindia.gov.in; and eprocure.gov.in.**

7.7 The tender document showing the detailed specifications, terms and conditions can be downloaded from website: **www.mea.gov.in; www.passportindia.gov.in; and eprocure.gov.in.** Bids shall be submitted as per "**Section-D: Submission of tender**" read with **Annexure A to Annexure I**.

7.8 All Amendments/Revisions to tender documents issued by the Deputy Secretary (CPV-C), if any, must also be taken into account, and submitted with the tender duly signed. The bidders are advised to submit the tender strictly on the terms and conditions and specifications contained in the Tender Document. Any deviations may separately be issued and attached to relevant documents. If

acceptance of the terms and conditions given in the tender documents has any price implications, the same should be considered and included in the Financial Bid only. The tender containing any deviation to the terms and conditions and requirements stipulated in the tender documents will be rejected.

7.9 Insertion, Post Script, addition and alteration, if any, should be finalized before uploading the tender in the eprocurement portal.

7.10 PRE-QUALIFICATION BID with EMD:

(i) Containing pre-qualification details and EMD as per **Annexure A1 to A7**. It should not have any financial or price aspect.

(ii) Earnest money in the form of issuing bank-certified copy of Unqualified bank guarantee for Rs. 2,00,00,000 (Indian Rupees Two crores only) from a Scheduled Commercial bank in India. The issuing bank shall directly send the original bank guarantee to the Office of Deputy Secretary (CPV-C) through Registered Post with Acknowledgement Due.

7.11 TECHNICAL BID:

i) Containing unpriced tender consisting of complete technical package as per **Annexure B**. It should not have any financial and price aspect. In addition to the **TECHNICAL BID** submitted in the eprocurement portal, the bidder should also adhere to the following:

ii) Ten sample Utopian printed passports should be sent to The Office of Deputy Secretary (CPV-C), Patiala House Annexe, Tilak Marg, New Delhi-110001.

iii) If the bidder is not the manufacturer, authority letter from the manufacturer of the MRZ printer solely authorizing the bidder to participate in this tender.

iv) Two separate undertakings from the manufacturer/s of Printers have to be attached stating:

- a) the printers offered to India have been installed / used in at least four countries and used to personalize at least two million passports per year in the last three years, as specified in this tender'
- b) the printers are in use for the commercial production as specified (parts of printer such as print module usage will not be taken into account);
- c) name of the countries where these are installed, with details of contact person, number of printers, make/model installed
- d) name and address of Foreign Affairs Ministry in each country;
- e) number of passports personalized per year in the last three years;

v) Power of Attorney / Authorization with the seal of the company of person signing the tender documents.

(vi) Duly filled-in [Annexure-B](#).

(vii) Any other technical information the bidder wishes to furnish.

(viii) Name, address and contact numbers of technical experts.

7.12 **FINANCIAL BID**

(i) Containing prices with detailed breakup along with unit rate, both in figures and words **in Indian Rupees only and** consisting of financial package including all terms and conditions **as per Annexure C**.

(ii) Any Government Levies on per passport rate such as VAT,CST,GST, Service Tax etc. as applicable, should be quoted separately.

7.13 The Bidder shall satisfy the Ministry of External Affairs that he is financially in an optimal position to fulfill contractual obligations offered to be undertaken by him.

7.14 The Bidder shall also satisfy the Ministry of External Affairs that he is competent and legally authorized to submit the tender and/or to enter into a legally binding contract with the Ministry of External Affairs.

7.15 The Bidder will undertake not to sub-contract the work to any other person/s or company.

7.16 The Service Provider will have to sign a Non-Disclosure Agreement with the Government of India to maintain secrecy and confidentiality of the Project/Data information.

7.17 The bidder will clearly indicate in the technical bid if any patent rights are involved for any item of this tender / in the printing technology of MACHINE READABLE PASSPORT Personalization as specified in **Chapter 3 & 4**. In case of such patents being involved, the bidder will have to totally indemnify the Ministry of External Affairs from the infringement and payment of license fee in respect of such patents.

7.18 The bidder is required to carefully examine the Technical Specifications and other details relating to installation as given in the Tender Document and get fully informed about all conditions and matters which may, in any way, affect the supply or cost thereof. The Bidder shall be deemed to have himself independently obtained all necessary information for the purpose of preparing the tender and his tender as accepted shall be deemed to have taken into account all contingencies as may arise due to such information or lack of the same.

7.19 Any alteration/ changes by the bidder are not permitted after uploading of the tender.

7.20 The tender shall be submitted in English language only.

7.21 Should the Invitation to Tender be withdrawn or cancelled by the Ministry of External Affairs, which Ministry of External Affairs shall have the right to do at any time, the Earnest Money Deposit will be returned to the bidder immediately, without any interest.

7.22 The Service Provider will be asked to sign a contract/agreement with the Ministry of External Affairs. The Service Provider shall sign the contract/agreement within seven days of such communication from the Ministry of External Affairs failing which offer would be treated as withdrawn and EMD forfeited.

7.23 Should the Service Provider fail or refuse to duly sign the Contract within the period fixed by the Ministry of External Affairs or fails / refuses to furnish the Performance Guarantee within the prescribed period, the EMD submitted in the form of Bank Guarantee shall be encashed by the Ministry of External Affairs without prejudice to his being liable for any further loss or damage incurred in consequence by the Ministry of External Affairs. The Bank Guarantee shall be suitably extended, if such a necessity arises, by the Service Provider till the date fixed by the Ministry of External Affairs for furnishing the Performance Guarantee.

7.24 The Service Provider has to submit Performance Guarantee in the form of unqualified bank guarantee from a Scheduled Commercial Bank in India, which will be valid for one year at a time during the initial and extended term of the contract, during which support needs to be provided. The value of Performance Guarantee shall be as follows, which needs to be provided initially at the time of signing the agreement and thereafter submitted at the beginning of next calendar year:-

Year of Contract	Performance Guarantee Amount
1 st calendar Year (June 2017 to December 2017)	10% of the personalization cost of 5 Million passports.
2018	5% of the personalization cost of 13 Million passports.
2019 onwards (each calendar year)	5% of the personalization cost of 15 Million passports.

Performance Guarantee shall be refunded only after satisfactory completion of services during the respective period. No interest would be payable on this amount.

7.25 The Bidder whose tender is not accepted shall not be entitled to claim any costs, charges and expenses incidental to or incurred by him through or in connection with his submission of tenders, even though the Ministry of External Affairs may elect to modify / withdraw the Invitation to Tender.

7.26 The Ministry of External Affairs is not bound to accept the lowest or any tender or to assign any reason for non-acceptance. The Ministry of External Affairs also reserves the right to accept the tender either in whole or in part.

7.27 In case of inability/refusal of lowest bidder to execute the project as per terms and conditions of the tender, the lowest bidder will be disqualified. The entire tendering process will be repeated. The EMD/performance guarantee/pending bills of the lowest bidder would be forfeited.

7.28 Notice and certificate on behalf of the Ministry of External Affairs, in connection with the contract, may be given by a duly authorized representative of the Ministry of External Affairs, whose name shall have been previously communicated in writing to the Bidders.

7.29 Any modification which may become necessary in the interim period will be intimated to the Bidders as soon as possible.

7.30 The Ministry of External Affairs reserves the right to assess the performance of the Service Provider prior to commencement or during the implementation of the project. The assessment may cover all areas related to assigned work order, specially the methodology, manpower, infrastructure, software etc.

7.31 The Service Provider will indemnify the Ministry of External Affairs for all legal/contractual obligations of its manpower/infrastructure/software deployed for the project. The Ministry of External Affairs shall also stand absolved of any liability on account of death or injury sustained by the staff of the Service Provider during the performance of the work and also for any damage or compensation due to any dispute for any reason.

7.32 The Service Provider shall not, without the Ministry of External Affairs, prior written consent, disclose the contract or any provision thereof, or any specifications, plan, design, drawing, pattern, sample of information furnished by or on behalf of the Ministry of External Affairs in connection thereof to any person other than a person employed by the Service Provider in the performance of the Contract. The Service Provider shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed in the Ministry.

7.33 The Service Provider or his employees will not disclose the content of documents given for passport personalization purpose, to any person other than a person employed by the Service Provider in the performance of the Contract.

7.34 The Service Provider shall not outsource the work assigned by the MEA. This violation will attract forfeiture of EMD/performance guarantee and cancellation of the contract. The cost incurred on executing the work through alternate sources will also be recovered from the Service Provider from the outstanding bills or EMD etc. The Service Provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Company without the prior written consent of the MEA.

7.35 The Service Provider shall sign a non-disclosure agreement with the Ministry of External Affairs. The Service Provider shall also sign an Integrity Pact with MEA, as per **Annexure – H**. The Service Provider shall also arrange for an

exclusive manufacturing and confidentiality tripartite agreement with the Ministry of External Affairs and the laminate manufacturer.

7.36 The Ministry of External Affairs shall obtain security clearance of the Service Provider and their employees during the first year of contract period and the Service Provider shall furnish necessary particulars and comply with Ministry of External Affairs' instruction.

7.37 No request will be entertained for revision of per passport personalization all inclusive rate during the contract period of five years or extended period of the contract period, except as provided in **paragraph 1.5 (Chapter 1) and para 5.10 of Chapter 5**, in case of fluctuation in the value of Indian Rupee vis-à-vis US Dollar.

7.38 The Service Provider shall submit an affidavit stating that the Company is not / has not been blacklisted by Central/State Government / any PSU in the last three years nor should have any litigation pending with any of the Central/State Government/PSU organizations.

7.39 If the Service Provider proposes to use any imported (of Foreign Origin) Hardware/Software, the Ministry of External Affairs, will in no way be liable to assist in any customs/mechanical/electrical/wireless/environmental clearances from the Indian Customs or any other authority. It will be the sole responsibility of the Service Provider to make available any Hardware/Software as may be required by him to fulfill the task as per the tender.

7.40 If the Service Provider has to submit any item of foreign origin for demonstration or any other purpose, the Ministry of External Affairs will in no way be liable to assist in any clearances from the Indian Customs or any other authority. It will be the sole responsibility of the Service Provider to make available any Hardware/Software as may be required by the Ministry of External Affairs.

7.41 The Service Provider should make arrangements for installation, service and maintenance of these printers, at passport printing centers in India **(Annexure – F)**. The list of passport printing centers in India may be reduced, increased, changed by the Ministry of External Affairs as per its requirement and the Service Provider shall make necessary arrangements without any additional cost. Detailed execution and implementation plan should be attached with the tender.

7.42 The Service Provider must be able to repair the non-functional printer within two working days at the installed place in India. The Service Provider will have to station at least one operational support staff at each of Passport Offices in India where printers are installed.

7.43 Non compliance with any of the above conditions by the Service Provider will amount to non-eligibility for the services for which tender has been floated and the contract with the Service Provider will be terminated summarily.

RISK PURCHASE CLAUSE

7.44 If the Service Provider, after submission of tender and due acceptance of the same i.e. after placement of Letter of Intent, fails to abide by the terms and conditions of these tender documents, or fails to install the material as per the delivery schedule given or at any time repudiates the contract, the Ministry of External Affairs will have the right to:

Appropriate the EMD or invoke the bank guarantee submitted by the Service Provider as EMD or Performance Guarantee.

7.45 For all purposes, the Letter of Intent will be considered acceptance of the tender and contract pending signing of the agreement. The Service Provider has to abide by all terms and conditions of the tender.

FORCE MAJEURE CLAUSE

7.46 If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/Chamber of Commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the Ministry of External Affairs as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 30 days, the Ministry of External Affairs may at its option, terminate the contract.

ARBITRATION

7.47 In case any dispute or difference arises out of or in connection with or the carrying out of works (whether during the progress of the works or after their completion and whether before or after the termination, abandonment or breach of contract) except as to any of the accepted matters, provided hereunder, the parties hereto, shall first endeavor to settle such disputes or differences amicably.

7.48 If both the parties fail to reach such amicable settlement, then either party (the Ministry of External Affairs or Service Provider) may (within 28 days of such failure) give a written notice to the other party requiring that all matters in dispute or difference be arbitrated upon. Such written notice shall specify the matters which are in difference or of differences of which such written notice has been given and no other shall be referred to the arbitration of a single arbitrator, to be

appointed by both the parties or in case of disagreement as to the appointment of a single arbitrator, to that of two arbitrators, one to be appointed by each party or in case of said arbitrators not agreeing then, to the umpire to be appointed by the arbitrators in writing before entering upon the references. Provisions of The Arbitration and Conciliation Act, 1996 (of India) or any statutory modification or re-enactment thereof and rules framed thereunder from time to time shall apply to such arbitration.

7.49 Venue of arbitration shall be Delhi and courts at Delhi shall have exclusive jurisdiction. All the arbitrary proceedings shall be carried out in English language. Only Indian courts shall have jurisdiction in case of any dispute arising on the award and execution of the project.

7.50 The arbitrator or arbitrators appointed under this Article shall have the power to extend the time to make the award with the consent of parties.

7.51 Pending reference to arbitration, the parties shall make all endeavors to complete the work in all respects and all disputes, if any will finally be settled in the arbitration.

7.52 Upon every or any such references to the arbitration, as provided herein the cost of and incidental to the reference and Award respectively shall be at the discretion of the Arbitrator, or the umpire, as the case may be.

7.53 The award of Arbitrator or Arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Service Provider shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence. The Ministry of External Affairs and the Service Provider hereby also agree that arbitration under this clause shall be the condition precedent to any right of action under the contract except for as provided for in the Tender.

CORRESPONDENCE

7.54 All the information, correspondence letters would be entertained at the following address. All such correspondence should be made in duplicate superscribed **“Personalization of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per passport basis in India”** to:

Deputy Secretary (CPV-C)
Ministry of External Affairs, CPV Division
Room No. 06, Patiala House Annexe, Tilak Marg
New Delhi - 110 001

CHAPTER 8 - Instructions for Online Bid Submission

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (**URL: <http://eprocure.gov.in>**). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <http://eprocure.gov.in/eprocure/app>

A. REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their userID / password and the password of the DSC / eToken.

B. SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This

would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

C. PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders.

Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

D. SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) The bidder shall seal the original Bank Draft/Pay order /Bank Guarantee as per Annexure EMD in an envelope. The Bidder shall mark its name and tender reference number on the back of the Bank Draft/ Pay order before sealing the same. The address of MEA, name and address of the bidder and the Tender Reference Number shall be marked on the envelope. The envelope shall also be marked with a Sentence “NOT TO BE OPENED BEFORE the Date and Time of Bid Opening”. If the envelope is not marked as specified above, MEA will

not assume any responsibility for its misplacement, pre-mature opening etc.

The bidder shall deposit the envelope with the office of Deputy Secretary (CPV-C), MEA, CPV Division, Room No. 06, Patiala House Annexe, Tilak Marg, New Delhi-110001 on or before **1300 hrs, on 1st May, 2017**. In case EMD is sent through Speed Post, it must reach as per date and time mentioned above. EMD not meeting above deadlines will not be accepted and their uploaded bid will be rejected.

- 5) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

E. ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232.

Part of Chapter 8

Envelope – 1 (Following documents to be provided as single PDF file)			
S. No.	Documents	Content	File Types
1.	EMD	The scanned copy of EMD instruments as per Annexure-E: Earnest Money Deposit.	.PDF
2.	Eligibility/Selection Criterion	The requirements as mentioned in the Chapter-2: Eligibility Criteria.	.PDF
3.	Bank Details	Bank Details - The bank details as per Annexure E-: Bank Details.	.PDF
4.	Statement of Deviation	Statement of Deviation Annexure: STATEMENT OF DEVIATIONS FROM TECHNICAL SPECIFICATIONS, if any	.PDF
5.	MAF for Front Line Bidder	Manufacturers Authorization format (MAF) as per Annexure-: MAF.	.PDF
Envelope – 2 Following documents to be provided as single PDF file			
7.	Technical Bid	The certified copies of documents as per Annexure-B Technical.	.PDF
8.	Compliance Statement	Compliance statement for each quoted Annexure- Part of Annexure B	.PDF

Envelope – 3 (Following documents to be provided as single PDF file)			
S. No.	Documents	Content	File Types
1.	Financial Bid	Financial bid To be Uploaded in .xls format as per Annexure-C	.xls

PRE-QUALIFICATION BID

Annexure - A1

TENDER FOR PERSONALIZATION OF INDIAN PASSPORTS USING NEXT GENERATION AUTOMATIC MACHINE READABLE PASSPORT PRINTERS ON ALL INCLUSIVE RATE PER PASSPORT BASIS IN INDIA		
	PARTICULARS OF THE BIDDER	DOCUMENTS TO BE SUBMITTED
1.	Name of Tendering Company Name of Proprietor/Director of Company Full address of Registered Office with Telephone No., FAX and E-Mail Full address of Registered office and operating /branch office with Telephone no., FAX and E-Mail.	Certificates of registration with a brief profile of the company
2.	Banker of Company with full address	Certified copy of statement of A/C for the last three financial years
3.	PAN/GIR No.	Certified copies of the documents
4.	Service Tax Registration No.	Certified copies of the documents
5.	Companies /firms/cooperative societies registered in India are allowed to participate in the bidding.	Certified copies of documents
6.	Registration Certificate and Article of Association (in case of registered firms); bye-laws and certificate of registration (in case of registered co-operative societies); partnership deed (in case of partnership firms), as applicable.	Self- attested copies of the documents
7.	In case the bidder is not the Manufacturer, authority letter from OEM (specific to this Tender) authorizing the Bidder to participate should be attached.	Authority letter from OEM
8.	In case, the bidder is representing the Manufacturer, then experience and management details of both have to be provided.	Certified copies of experience and management details
9.	Documents showing that the offered technology (model or its variant) from the manufacturer of Next Generation Automatic Machine Readable Passport Personalization printers, should have been successfully used in minimum four countries for personalization of at least 2,00,000 machine readable passports(for each country per calendar year) totaling to at least 20,00,000 passports per calendar year, for three calendar years	Copies of completion certificate of the job and or , payment documents along with copies of work order

	during the last five calendar years(2012-2016) with basic and optional norms stipulated in ICAO document 9303 and subsequent amendments thereafter.	
10.	The manufacturer of the offered laminates, must have supplied at least 10,00,000 laminates per year for passport data pages in the last 3 calendar years during the last five calendar years (2012-2016) to at least Two countries.	Certified copies of completion certificate of the job and/or payment documents along with copies of work orders
11.	Give details of the similar contracts/ assignments for supplying automatic passport personalization printers by the tendering company to other companies/Governments during the last three years	Certified copies of work orders
12.	The bidder must have completed at least 2 IT/ITES projects for Government of India/State government during the last 3 years	Certified copies of documents
13.	Bidder must have minimum turnover of Rs 10 crore each year for IT & IT Enabled Services (in India) over last three consecutive financial years in India only(2014-2015, 2015-2016 & 2016-17)	Certified copy of Balance sheet for last three financial years shall be submitted as proof.
14.	Affidavit stating that the company is / has not been black listed by Indian Central/State Government / PSU in the last three years nor should have any litigation pending with any of Indian Government Departments/institutions in India/abroad	Attach affidavit only, if no litigation is pending.
15.	Declaration about Fraud and corrupt practices	Duly signed & attested as given in the Tender Document – Annexure-A6
16.	Declaration as per Annexure A7 about correct and proper furnishing of information	Annexure - A7

Format for Power of Attorney for Signing of the Bid
(On a Stamp Paper of Rs. 100)
Power of Attorney

Know all men by these presents, we..... (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./ Ms (name), son / daughter / wife of and presently residing at, who is presently employed with us/ and holding the position of, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid for Tender for **Personalization of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per passport basis in India** adverted by the **Deputy Secretary (CPV-C), Ministry of External Affairs, Government of India** (the "Authority") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidder conferences and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Contract Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said Tender and/ or upon award thereof to us and/or till the entering into of the Supply Agreement with the Authority. AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 2017.

For
.....
(Signature, name, designation and address)

Witnesses:

1.
(Notarised)

2.

Accepted (Signature) (Name, Title and Address of the Attorney)

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.

Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

Description of the Bidder

1. Name, country of incorporation, address of the registered office, corporate headquarters, and its branch office(s), if any, in India and date of incorporation and/or commencement of business.
2. Brief description of the bidder including details of its main lines of business and proposed role and responsibilities in this Project.
3. Details of individual (s) who will serve as the point of contact / communication with MEA:

Name	
Designation	
Company	
Address	
Telephone Number	
E-Mail Address	
Fax Number	
Mobile Number	

FINANCIAL CAPABILITY OF THE BIDDER

The bidder would be evaluated for meeting the Evaluation Criteria as mentioned in snapshot of the Tender Document. Such bidder should provide their Net worth details as indicated below. This is to be filled by the bidder or Lead Member in case of Consortium and certified by the Statutory Auditor

Name of bidder	Net Worth (INR Crores)*

*As per audited annual financial statements of last three completed financial years. The bidder should provide the Financial Capability based on its own financial statements. Please attach the audited annual reports supporting the figures stated.

General Instructions:

1. Net Worth (The definition of Net Worth shall be as below)

Based on the type of the bidder whether a company, partnership firm, etc. the net worth is defined as follows.

a) In case of a company registered under Companies Act, 1956: Net worth shall mean the sum of subscribed and paid up equity share capital and reserves from which shall be deducted the sum of revaluation reserves, miscellaneous expenditure not written off and reserves not available for distribution to equity share holders.

For the company = (Subscribed and Paid-up Equity + Reserves) less (Revaluation reserves + miscellaneous expenditure not written off + accrued liabilities).

b) In case of a Partnership firm: Net worth shall mean the sum of Aggregate of partners' capital account and Reserves from which the aggregate of drawings by partners and aggregate of advances to partners shall be deducted.

For Partnership Firm = Aggregate of partners' capital account + Reserves - Aggregate of drawings by partners - Aggregate of advances to partners

c) In case of a Trust / Society: Net worth shall mean the sum of corpus and the returns not set aside for any particular purpose.

For Trust / Society = corpus + returns not set aside for any particular purpose

2. Notwithstanding anything to the contrary contained herein, in the event that the submission date of the bid falls within three months of the closing of the last three financial years of a bidder, it shall ignore such financial year for the

purposes of its Application and furnish all its information and certification with reference to the 1 (one) year preceding its latest financial year. For the avoidance of doubt, financial year shall, for the purposes of a bidder hereunder, mean the accounting year followed by the bidder in the course of its normal business.

3. The bidder shall provide the audited annual financial statements as required for this bid. Failure to do so would be considered as a non-responsive bid.

4. The bidder should clearly indicate the calculations and references in the financial statements in arriving at the above numbers in an attached worksheet.

5. This submission shall be certified by the statutory auditor. The independent auditor issuing the certificate should clearly indicate his/her membership number assigned by the Institute of Chartered Accountants of India (ICAI) or equivalent organization abroad.

TECHNICAL CAPABILITY OF THE OEM

The bidders would be evaluated for meeting the Evaluation Criteria as mentioned in snapshot of the bid document. Such bidders should provide their technical qualification details as indicated below.

S. No.	Name of the manufacturer	Project Name	Project Cost	Number of passports personalized				
				2012	2013	2014	2015	2016
1.								
2.								

General Instructions:

1. The technical details should be duly supported by certificates from the respective clients

DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

- i. The bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the MEA may reject an Application without being liable in any manner whatsoever to the bidder if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.
- ii. Without prejudice to the rights of the MEA under Clause (i) hereinabove, if a bidder is found by the MEA to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such bidder shall not be eligible to participate in any tender or RFP issued by the MEA during a period of 2 (two) years from the date such bidder is found by the MEA to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.
- iii. For the purposes of this Clause (i), the following terms shall have the meaning hereinafter respectively assigned to them:
 - a) "Corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (ii) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOI or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOI or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;
 - b) "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
 - c) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process;
 - d) "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
 - e) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

DECLARATION

I, _____ Son /
Daughter / Wife of Shri _____
Proprietor/Director, authorized signatory of the Company, mentioned above, is
competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the
tender and undertake to abide to them;

3. The information / documents furnished along with the above application
are true and authentic to the best of my knowledge and belief. I / we, am/ are
well aware of the fact that furnishing of any false information/ fabricated
document would lead to rejection of my tender at any stage besides liabilities
towards prosecution under appropriate law.

Signature of authorized
person

Full Name:

Seal:

Date:

Place:

TECHNICAL BID

1. Name of the Company :
2. Address :
3. Tel. No. :
FAX No. :
Email :
4. Contact Person in India and abroad:
5. Details of Printer offered :
 - a) Make & Model of Automatic Passport personalization printers including the printing technology used;
 - b) Make & Model of Desktop Passport personalization printers including the printing technology used;
 - c) Confirmation that the printer is capable of one pass e-passport and normal passport personalization as detailed in **Chapter 3 & 4**, Technical Specifications and elsewhere and meets all the features as detailed. Please attach all supporting technical documents related to offered automatic and desktop printers
 - d) List of additional technical features of printer **not** specified in the tender document with full details;
 - e) Confirmation that the photo and data printed on the passport during personalization will be water proof and with the same brightness without fading for at least ten years from the date of personalization;
 - f) Confirmation that the printer will have TCP/IP protocol connectivity for connection with the Central PSP server;
 - g) Software Platforms supported by printer
 - a)
 - b)
 - c)
 - h) Detailed confirmation of mandatory printer technical features as per **Chapter 3 & 4** in the tender document and confirmation that the printer meets all features detailed in the tender document;
 - i) Detailed confirmation of mandatory laminate technical features as per **Chapter 3 & 4** in the tender document and confirmation that the laminate meet all features detailed in the tender document; Please attach all supporting technical documents related to offered laminate.

- j) List of offered additional technical features of laminate **not** specified in the tender document with full details;
 - k) Confirmation that the passport personalization printer offered by the bidder as per Technical Specifications stipulated in this tender is fully functional as on date and shall be used exclusively for sample specimen passport booklets, as part of the Technical Evaluation and not in any other equipment.
6. List of countries with contact person details where the printer is already in use for printing Machine Readable Passport Booklets, with number of printers, make/model of printers.
 7. The number of sample Utopian Machine Readable Passport booklets attached
 8. If the bidder is not the manufacturer, authority letter from the manufacturer of the MRZ printer solely authorizing the bidder to participate in this tender.
 9. Two separate undertakings from the manufacturer/s of Printers have to be attached stating:
 - a) The offered technology (model or its variant) from the manufacturer of next generation automatic Machine Readable Passport Personalization printers, should have been successfully used in minimum four countries for personalization of at least 2,00,000 Machine Readable Passports (for each country per calender year), totaling to at least 20,00,000 passports per calender year, for three calender years during the last five calendar years(2012-2016);
 - b) the printers are in use for the commercial production as specified;
 - c) name of the countries where these are installed;
 - d) name and address of Foreign Affairs Ministry/concerned Ministry in each country;
 - e) number of printers installed in each country;
 - f) number of passports personalized per year in the last three calender years.
 10. Details of countries of lamination supplied
 11. Power of Attorney / Authorization with the seal of the company of person signing the tender documents.
 12. Any other technical information the bidder wishes to furnish.
 13. Name, address and contact numbers of technical experts.

DECLARATION:

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I also hereby certify that the printer offered will have all the features listed in the tender. I further certify that the laminate that will be designed and manufactured after the award of the tender, will incorporate all the features listed in the tender document. I understand that in case any deviation is found in the above statement at any stage, EMD/ Performance Guarantee is liable to be forfeited and the job order may be terminated.

(Authorized Signatory)

Mandatory Technical Specifications and Evaluation Mechanism

Sl. No.	Features	Automated Printer	Desktop Printer	Evaluation Mechanism
1	Size	The printer should be flexible and modular, which can be changed or capacity expanded as per requirements. The maximum size (lxb) of the printer should be (12 feet x5 feet).	The printer should be flexible and modular, which can be changed or capacity expanded as per requirements. The maximum size (lxb) of the printer should be (4 feet x4 feet).	By measurement
2	Speed	Min 200 Booklets per hour. Printing would include 2 adjacent pages (data + observation), ePersonalization, printing of secure (machine readable) secondary image and Lamination all in "One Pass" using the same print technology and single module, as per standard process – refer ICAO Doc 9303 and subsequent amendments thereafter. Service Provider should be capable of personalization of both normal and e-passport Booklets.	Min 60 Booklets per hour, Printing would include 2 adjacent pages (data + observation), printing of secure (machine readable) secondary image and ePersonalization all in "One Pass" using the same print technology as per standard process – refer ICAO Doc 9303 and subsequent amendments thereafter. Service Provider should be capable of personalization of both normal and e-passport Booklets.	By demonstration, Proof of Concept(POC)
3	Standard Printing Process including Pre-Perso QC	The printing process should follow the Standard Operating Procedures (SOP) such as:	All features of big printers except for automatic feeding / delivery of booklets for graphical Perso and lamination. Means, such	By demonstration, Proof of Concept(POC)

		<p>(a) Taking the booklet inside from automatic input box.(minimum)</p> <p>(b) Read OCR passport number and fetch the data (data/image) from the server for automatic Perso. Counting of Pages in the Passport</p> <p>(c)Data-Page confirmation with 100% accuracy.</p> <p>(d)Chip verification</p> <p>(e) ePersonalization</p> <p>(f)Graphical Personalization</p> <p>(g)Lamination</p> <p>(h)Reject handling</p> <p>(i)Automatic delivery into output box.</p>	<p>features could be manual and may not be automatic. Booklets personalized through small printers should be exactly same. (Forensically) as the ones produced on the big machine.</p>	
4	Flattening of Booklets	The printer should support flattening of passport booklets to ensure a flat surface during printing of data.	Not a mandatory requirement.	By demonstration, Proof of Concept(POC)
5	Resolution of photograph	Minimum 720 DPI in case of Inkjet Printer and 400 DPI in case of Thermal Printer	Minimum 720 DPI in case of Inkjet Printer and 400 DPI in case of Thermal Printer	By POC/Observation
6	Secure Secondary Image	Printing of machine readable, secure secondary image on the Data page of the travel document. This should be created	Printing of machine readable, secure secondary image on the Data page of the travel document. This should be created	By POC/Observation

		using special micro-text screen and line modulation technique using personal particulars of applicant, without unduly obstructing / overwriting any data on the data page; that would result in illegibility of the data.	using special micro-text screen and line modulation technique using personal particulars of applicant, without unduly obstructing / overwriting any data on the data page; that would result in illegibility of the data.	
7	Camera based solution	Should have a camera based solution to accurately print the photo, data & secure secondary image in alignment to the pre-printed data on the data page. The Ministry may opt for blank booklets without pre-printed field heading in future. The personalization may be done on data page & observation page or on data page only.	Should have a camera based solution to accurately print the photo, data & secure secondary image in alignment to the pre-printed data on the data page. The Ministry may opt for blank booklets without pre-printed field heading in future. The personalization may be done on data page & observation page or on data page only.	By demonstration(POC)
8 *	ePerso Feature	ePerso solution including required software as per ICAO requirements. Initially, it should support PA/BAC and further upgradable to EAC, SAC, PACE etc. defined by ICAO from time to time. Should also provide all	ePerso solution including required software as per ICAO requirements. Initially, it should support PA/BAC and further upgradable to EAC, SAC, PACE etc. defined by ICAO from time to time. Should also provide all necessary support to integrate	By demonstration(POC)

		necessary support to integrate with Passport Seva Applications	with Passport Seva Applications.	
9	Centralized Control	No data should be retained / processed / altered locally. Provision to capture Audit Trail Logs	No data should be retained / processed / altered locally. Provision to capture Audit Trail Logs	By demonstration(POC)
10	Graphic User Interface (GUI) based application support	The printer should support GUI interface for ease of supervision and monitoring such as: (a) Change of cartridge when ink is finished or running low. (b) Loading of blank booklets as needed. (c) Remove booklets from output module. (d) Handling of rejected booklets if stuck in the printer etc. (e) Alerts for technical error.	The printer should support GUI interface for ease of supervision and monitoring such as: (a) Change of cartridge when ink is finished or running low. (b) Alerts for technical error	By demonstration(POC)
11	Input/ Output Module	Should be able to hold 200 Booklets of existing 36 page passports.	Not Applicable	By demonstration(POC)
12	Human Intervention at various stages	No human intervention except: a) Loading booklets into input / output / reject Bin. b) Loading of all consumables	No human intervention except: (a) Inserting & removing booklets into the Printer (b) Loading of all consumables such as Ink Cartridges /	By demonstration(POC)

		such as ink cartridges / laminating film roll etc	Laminating Film Roll etc. (c)Manual operation for laminator too.	
13	Post Perso QC	QC of MRZ, Chip Reading	Manual	By demonstration(POC)
14	Printing Capability as per Booklet size	<p>The printer should be capable of personalizing travel documents having 4 to 60 pages without any compromise in quality, speed and accuracy fully in compliance with ICAO Doc 9303 and subsequent amendments thereafter.</p> <p>In case of Inkjet technology, printer must use Pigment Inks. .</p> <p>In case of reverse printing, the printer shall reverse print on the back of the ultra-thin security laminate using waterproof pigment colors and affix it on the data & observation page.</p> <p>The core of the printer for loading the thin lamination film should be standard core and without a chip.</p>	<p>The printer should be capable of personalizing travel documents having 4 to 60 pages without any compromise in quality, speed and accuracy fully in compliance with ICAO Doc 9303 and subsequent amendments thereafter</p> <p>.</p> <p>In case of Inkjet technology, printer must use Pigment Inks. The bidder should ensure that final product (passport) should forensically match to the same standard during the currency of the contract.</p> <p>In case of reverse printing, the printer shall reverse print on the back of the ultra-thin security laminate using waterproof pigment colors and affix it on the data & observation page.</p> <p>The offered printer and laminate should not be tightly coupled.</p>	Self Certification, By demonstration(POC)

15 *	Operating Temperature	The printer must be able to operate in temperature range of 10 – 30 degree Celsius. During non-operating period, printer should withstand worse weather condition ranging from -20 degree Celsius to +60 degree Celsius	The printer must be able to operate in temperature range of 10 – 45 degree Celsius. During non-operating period, printer should withstand worse weather condition ranging from – 20 degree Celsius to +60 degree Celsius.	Self Certification, printer published specifications
16 *	Quality Assurance	<p>The bidder should guarantee 10 years non-fading of colour and black & white printing on the passport after lamination and non-peeling of laminate for 10 years, using Passport booklets supplied by the Ministry.</p> <p>Transfer used for printing of data must be Machine Readable. There should be no smudging, smearing, fading or loss of quality of the printing after lamination</p> <p>Personalized passports must withstand temperature range of -20 to +60 degree Celsius.</p>	<p>The bidder should guarantee 10 years non-fading of colour and black & white printing on passport after lamination and non-peeling of laminate for 10 years using passport booklets supplied by the Ministry. There should be no smudging, smearing, fading or loss of quality of the printing after lamination.</p> <p>Personalized passports must withstand temperature range of -20 to +60 degree Celsius. In case of Inkjet technology, printer must use pigment ink.</p>	Self Certification
17 *	Rejection Ratio	The bidders should guarantee a	The bidders should guarantee a	By Demonstration(POC)

		rejection rate of not more than 0.5% of the total number of booklets printed in a quarter (quarterly billing period) on account of chip reading, misalignment or misprint of data / images or ink smudging.	rejection rate of not more than 0.5% of the total number of booklets printed in a quarter (quarterly billing period) on account of chip reading, misalignment or misprint of data / images or ink smudging.	
18*	Exception Handling	The printer should prove to be able to handle any variations (at least up to 3 mm) in the physical dimensions of the passport booklets or misaligned / unregistered background printing and / or the field heading printing without any misalignment in data and photograph printing	The printer should prove to be able to handle any variations (at least up to 3 mm) in the physical dimensions of the passport booklets or misaligned / unregistered background printing and / or the field heading printing without any misalignment in data and photograph printing	Self Certification(POC)
19*		The printer should not damage / alter or modify the physical and security features of the booklets in any manner whatsoever, during the printing process.	The printer should not damage / alter or modify the physical and security features of the booklets in any manner whatsoever, during the printing process.	By Demonstration(POC)
20	Passport Booklets Support	The printer should be capable of printing directly on the newly designed Indian passport booklet. The printer should be capable of operating independent of the Raw Materials (Paper, Inks,	The printer should be capable of printing directly on the newly designed Indian passport booklet. The printer should be capable of operating independent of the Raw Materials (Paper, Inks,	By Demonstration(POC)

		Laminating Film, Cover etc) used in the manufacture of the passport. It will be responsibility of the Service Provider to modify the printer to suit the physical/ chemical parameters of the passport booklet, in consultation with booklet manufacturer M/s. India Security Press, Nashik.	Laminating Film, cover etc) used in the manufacture of the passport. It will be responsibility of the Service Provider to modify the printer to suit the physical / chemical parameters of the passport booklet, in consultation with booklet manufacturer M/s India Security Press, Nashik	
21*	Photo Quality	The printer must be capable to print continuous tone quality photo in colour as well as the signature in black ink without destroying and downgrading photo quality	The printer must be capable to print continuous tone quality photo in colour as well as the signature in black ink without destroying and downgrading photo quality	By Demonstration(POC)
22		The Service Provider shall supply all drivers and softwares without any additional cost, royalty, license fee, etc. Integration with the existing PSP system (and any modifications in future, if any) shall be the responsibility of SP without any extra cost directly or indirectly to Government of India. The SP should also ensure that HSM and key management	The Service Provider shall supply all drivers and softwares without any additional cost, royalty, license fee, etc. Integration with the existing PSP system (and any modifications in future, if any) shall be the responsibility of SP without any extra cost directly or indirectly to Government of India. The SP should also ensure that HSM and key management	By Demonstration(POC) /undertaking

		setups as mentioned in the bid document.	setups as mentioned in the bid document.	
23		The printer software / driver should also be capable of allowing reconfiguration of various print parameters such as dynamic font sizes, font types, bilingual (Hindi & English) field headings on MEA approved fonts & print positions of individual fields and so on in case of blank data page (without pre-printed headings). The printer software/driver should allow for the data page layout changing.	The printer software / driver should also be capable of allowing reconfiguration of various print parameters such as dynamic font sizes, font types, bilingual (Hindi & English) field headings on MEA approved fonts & print positions of individual fields and so on in case of blank data page (without pre-printed headings). The printer software/driver should allow for the data page layout changing.	By Demonstration(POC)
24	Mandatory technical features of laminate, as mentioned in Chapter 3.13			By Demonstration(POC)

FINANCIAL BID

Cover 3- Detailed Financial Bids (as per Annexure II)		
File Type: .rar containing PDF		
Bid to be submitted online in prescribed BOQ.XXXXXX format along with the Tender document.		
Name of the work : Personalization of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per Passport basis in India		
Name of the Company		
Address		
Telephone no.		
Fax no.		
Email		
Contact person		
Sl. No.	Item	Unit Rate (INR) all inclusive
1.	All inclusive rate for personalization and ePersonalization of per Passport booklet (data page) anywhere in India (INR- in words and figure)*: [File1.xls]	X
2	All inclusive rate for personalization and ePersonalization of per Passport booklet (observation page only) anywhere in India (INR- in words and figure)*:	Y
3	Grand Total Value (GTV) $Z=X+Y$	$X+Y$

4. US Dollar Component in the per passport personalization rate (percentage of all inclusive rate): ----- (Percentage of total cost)

* All inclusive means, fixed/variable cost of printers, consumables, laminate, maintenance, Duties (like customs, excise, import etc) in India/ abroad and exclusive of Indian taxes as applicable from time to time)

NOTE:

1. Any Government Levies on per passport rate such as VAT, CST, GST, Service Tax etc. as applicable, should be quoted separately.
2. We certify that we have understood the job specifications and terms & conditions of the tender document. Further, we certify that the above rates quoted in the financial bids are valid for a period of 270 days from the date of opening the BID. We also understand that deviation of any kind will forfeit our EMD and Performance Guarantee

Authorized Signatory

Cover 3- GTV (Financial Bids, as per Annexure II)

File Type: .XLS

Bid to be submitted online in prescribed BOQ.XXXXXX format along with the Tender document.

Name of the work : Personalization of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per Passport basis in India

Name of the Company	
Address	
Telephone no. Fax no. Email	
Contact person	

	Item	Value of GTV (INR)
1.	Grand Total Value (GTV) that is value of Z of Detailed financial bid. [For arriving upon L1 rates]	

GTV value must match with the GTV of detailed financial bid.

Process of Opening Financial Bids:

First GTV will be opened for all the technically qualified bidders. Lowest value will be decided on the basis of GTV. Whosoever is L1 in GTV detailed financial bid will be opened for L1 bidder only.

BID BOND PROFORMA BY THE BANK GUARANTEE ISSUING BANK

(On Stamp Paper of Rs. 100/- to be executed by a New Delhi Branch of a Scheduled Commercial Bank.)

To,
Deputy Secretary (CPV-C)
Ministry of External Affairs
CPV Division,
Patiala House Annexe, Tilak Marg
New Delhi - 110 001

Dear Sir,

WHEREAS M/s.-----
--(Bidder) have offered Machine-writing of Passport Booklets to the Central Passport Organization (CPO) against **Tender No.VIII/887/3/2014** dated____ for **Personalization of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per passport basis in India**, and the Bidder is required to submit a Bank Guarantee of Rs. 2,00,00,000/- (Indian Rupees Two crores only) from any Scheduled Commercial Bank in India along-with the offer by Registered Post A.D. by the issuing bank, as a guarantee for fulfillment of all the terms and conditions of the tender documents we ----- hereby guarantee and undertake to pay immediately on demand by you, the amount of Rs. 2,00,00,000/- (Indian Rupees Two crores only), in case the bidder fails to perform any or all the obligations undertaken by him as per the terms and conditions of tender documents without any reservation, protest, demur and recourse to said Bidder. Any such demand in writing made by you shall be conclusive and binding on us irrespective of any dispute or difference, claim or counter claim whatsoever raised by the Bidder. This guarantee shall be irrevocable and shall remain valid till four months after the award of the tender.

2. Notwithstanding anything mentioned herein before, our liability under this guarantee is restricted to Rs. 2,00,00,000/- (Indian Rupees Two crores only) and it will remain in force upto four months after the award of the tender (here-in-after referred to as the 'said date') unless a claim under the guarantee is filed against on or before the 'said date', all your rights under the guarantee shall be ceased and we shall be released and discharged from all liabilities thereunder. We -----
-- Bank further agree that the guarantee hereunder contained shall not be affected by changes in the terms of purchase originally offered by the Bidder.

Date -----

For :-----

Place-----

Bank-----

NOTE: Bidder's bank, while authorizing the Bank in India to execute this Bid Bond against the counter guarantee, should also intimate their reimbursement instructions.

PROFORMA FOR PERFORMANCE GUARANTEE

To

1. In consideration of the **Deputy Secretary(CPV-C), Ministry of External Affairs, CPV Division, Patiala House Annexe, Tilak Marg, New Delhi – 110 001** (hereinafter called the Ministry of External Affairs which expression shall unless repugnant to the subject or context include his successors and assigns) having agreed under the terms and conditions of contract no. _____ dated _____ made between _____ (hereinafter called the Service Provider) and the Ministry of External Affairs in connection with **PERSONALIZATION OF INDIAN PASSPORTS USING NEXT GENERATION AUTOMATIC MACHINE READABLE PASSPORT PRINTERS ON ALL INCLUSIVE RATE PER PASSPORT BASIS IN INDIA.**
2. (hereinafter called the said contract to accept a deed of guarantee as herein provided for Rs.-- (Rupees -----only) from Scheduled Commercial Bank in India in lieu of the performance bond deposit, for the due fulfillment in the said contract. WE, the _____ Bank (hereinafter referred to as “the said Bank”) company under the Companies Act, 1956 and having our registered office at _____ do hereby undertake and agree to indemnify and keep indemnified the Ministry of External Affairs from time to time to the extent of Rs. --- (Rupees -----only) against any loss or damage, costs charges and expenses caused to or that may be caused to or suffered by the Ministry of External Affairs by reason of any breach or breaches by the said Service Provider of any of the terms and conditions contained in the said contract and to additionally pay the amount claimed by the Ministry of External Affairs on demand and without demur to the extent aforesaid.
3. We _____ Bank further agree that the Ministry of External Affairs shall be the sole judge of and as to whether the said Service Provider has committed any breach or breaches of any of the terms and conditions of the said contract and the extent of loss, damage, costs, charges and expenses caused, suffered by or that may be caused to or suffered by the Ministry of External Affairs from time to time shall be final and binding on us. Any such demand on the Bank shall be conclusive as regards the amount payable under this guarantee, to the extent aforesaid.
4. We, the said Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said contract and till all the dues of the Ministry of External Affairs under the said contract or by virtue of any of the terms and conditions governing the said contract have been fully paid and its claims satisfied or discharged and till certifies Ministry of External Affairs that the terms and conditions of the said contract have been fully properly carried out

by the Service Provider, and accordingly discharges this guarantee subject, however, that the Ministry of External Affairs shall have no claim under this guarantee after, 6 months _____ as provided in the said contract, unless a notice of the claim under this guarantee has been served on the Bank at any time before the issue of virtual completion certificate in respect of _____ the same shall be enforceable against the Bank notwithstanding the fact, that the same is enforced after the expiry of the said period of 6 months from the date of virtual completion.

5. The Ministry of External Affairs shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee or indemnity from time to time to vary any of the terms and conditions of the said contract to or extend time of performance by the said Service Provider or to postpone for any time and from time to time any of the powers exercisable by it against the said contract or securities. Said Bank shall be released from its liabilities under these presents by the Ministry of External Affairs of the liabilities with reference to the matters aforesaid or by reasons of time being given to the said Service Provider or any other forbearance, act or omission on the part of the Ministry of External Affairs or any indulgence by the Ministry of External Affairs to the said Service Provider or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of so releasing the Bank from its such liability.
6. It shall not be necessary for the Ministry of External Affairs to proceed against the Service Provider before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank, notwithstanding any security which the Ministry of External Affairs may have obtained or obtain from the Service Provider, shall at the same time when proceeding are taken against the Bank there under be outstanding or unrealized.
7. We, the said Bank, lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Ministry of External Affairs in writing and agree that any change in the constitution of the said Service Provider or the said Bank shall not discharge our liability here-in-under.
8. Notwithstanding anything contained herein before our liability under this guarantee is restricted to Rs. ____crores (Indian Rupees --only) and it will remain in force till _____(date).

Dated this _____ day of _____ 2017

For and on behalf of the

Sd/-

Dated _____

(Name and Designation)

Note

For Proprietary concerns

Mr. _____ son of _____
resident of _____ carrying on business under the
name at _____ (hereinafter called “the said Service
Provider” which expression shall unless the context requires otherwise include
his heirs, executors, administrators and legal representatives).

For Partnership concerns

(a) Mr. _____ son of _____
Resident of _____

(b) Mr. _____ son of _____
Resident of _____

Carrying on business in co-partnership under the name and style of
_____ (hereinafter collectively called “the said
Service Provider” which expression shall unless the context requires otherwise
include each of them and their respective heirs executors and legal
representatives).

For Companies

M/s. _____ a
company under the Companies Act, 1956 and having its registered office
at _____ in the state of
_____ (hereinafter the context required
otherwise include its successors and assigns)

Annexure 'F'

List of Passport Offices in India

A combination of Next Generation Automatic and Desktop Passport Printers to be installed at Passport Offices in India including CIPPS and CPPF at New Delhi, in accordance with data of number of passports printed in the last 3 years (as per detail given).

Sl. No.	Name of Passport Office	2014	2015	2016	No. of Passport issued per working day	Approximate no. of printers required	
						Automatic printers	Desktop Printers
1	Ahmedabad	4,01,297	5,44,213	5,30,335	2,050	1	2
2	Amritsar	1,01,014	1,28,749	1,25,910	494	0	2
3	Bangalore	5,12,224	6,18,415	6,44,342	2,465	2	1
4	Bareilly	92,964	1,69,003	1,10,789	518	0	2
5	Bhopal	1,41,783	1,62,542	1,46,722	626	0	2
6	Bhubneswar	90,792	1,03,308	1,07,667	419	0	2
7	Chandigarh	3,74,376	4,42,494	4,30,206	1,732	1	2
8	Chennai	3,71,315	4,04,201	4,17,495	1,657	1	2
9	Cochin	3,03,985	3,92,547	4,07,209	1,533	1	2
10	Coimbatore	1,14,096	1,29,631	1,33,476	524	0	2
11	Dehradun	70,294	81,555	68,361	306	0	2
12	Delhi	4,29,197	4,96,421	5,22,660	2,011	1	2
13	Ghaziabad	1,46,535	2,13,103	2,08,390	789	0	2
14	Guwahati	62,620	82,258	98,244	338	0	2
15	Hyderabad	6,46,568	7,15,228	6,67,680	2,819	2	1
16	Jaipur	2,38,950	2,97,817	3,04,945	1,169	1	1
17	Jalandhar	2,12,521	2,57,942	2,75,997	1,037	1	1
18	Jammu	28,382	38,334	42,786	152	0	2
19	Kolkata	3,94,330	5,96,090	5,31,288	2,113	2	1
20	Kozhikode	2,77,853	2,83,439	2,84,685	1,175	1	1
21	Lucknow	5,75,437	9,15,737	7,26,959	3,081	2	2
22	Madurai	2,29,577	2,51,994	2,28,051	986	1	1
23	Malappuram	2,40,437	2,08,872	2,01,741	904	1	1
24	Mumbai	3,74,164	4,47,243	4,48,851	1,764	1	2
25	Nagpur	91,508	1,17,629	1,16,612	452	0	2
26	Panaji	42,152	45,303	48,257	126	0	2
27	Patna	2,44,377	3,49,723	2,83,014	1,218	1	1
28	Pune	2,10,422	2,85,155	2,80,753	1,078	1	1
29	Raipur	34,242	38,428	41,932	159	0	2
30	Ranchi	64,328	81,594	80,299	314	0	2
31	Shimla	31,135	40,757	41,980	158	0	2
32	Srinagar	56,143	72,358	59,148	261	0	2
33	Surat	1,28,394	1,76,649	1,39,402	617	0	2
34	Thane	2,28,539	3,17,167	3,15,275	1,196	1	1
35	Trichy	1,98,670	1,97,213	1,87,879	811	0	2
36	Trivandrum	1,87,803	2,09,373	2,02,552	833	0	2
37	Vizag	1,80,817	2,17,157	2,15,093	851	0	2
38	Vijaywada	0	0	0	0	0	2

39	HQ CPV Division (Diplomatic/ Official Passport)	20,208	29,685	31,179	113	0	2
40	CPPF, Delhi	0	0	0	0	2	1
41	CIPPS, Delhi	0	0	0	0	0	1
42	Andaman & Nicobar Islands	3,529	4,393	3,567	16	0	0

* The figure is exclusive of other related documents such as PCC, LOC Permits.

** The figure of Passports printed per working day is derived by adding passport printed in three years, divided by 3 and further divided by 240 days (approx.)

- 1) In case of Passport Issuing Centre, with personalization of 750 passports or more per day, only big automatic printers are to be installed.
- 2) In any passport issuing Centre, there should not be more than 2 Desk top printers at a time.
- 3) The Service Provider must have strategic reserves of printers of both big and desk top size, to meet any exigencies
- 4) The 42 passport printing Centers mentioned above are tentative.

**NUMBER OF PASSPORTS ISSUED BY
PASSPORT ISSUING AUTHORITIES IN INDIA**

Calendar Year	Number of passports issued
2014	8.5 million
2015	10.06 million
2016	10.15 million

Calendar Year	Estimated issue of passports
2017	14.2 million
2018	16.3 million
2019	18.7 million
2020	21.5 million

Note : These estimates are based on 15% annual growth rate. The actual figures may vary.

INTEGRITY PACT

GENERAL

This pre-bid contract Agreement (hereinafter called the integrity pact) is made on _____ day of the month of _____ 2017, between, on one hand, the President of India acting through **Shri Sanjiv Aggarwal, Deputy Secretary(CPV-C) , CPV Division, Ministry of External Affairs, Government of India** (hereinafter called the “BUYER”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s _____ represented by Sh. _____- Chief Executive Officer (hereinafter called the “BIDDER/Service Provider” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Make and Model of the Passport Personalization Printer) and the BIDDER/Service Provider has offered the printers and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Ministry/Department of the Government of India/PSU performing its functions on behalf of the President of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealing prior to during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said stores/equipment at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form , by its officials by following transparent procedures.

The parties here to hereby agree to enter into this integrity Pact and agree as follow:

Commitments of the BUYER

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, fit reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitment as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima-facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action ad deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDER

- 3 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage or its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
 - 3.1 The BIDDER will not offer, directly or through intermediaries , any bribe, gift , consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding evaluation contracting and implementation of the contract.
 - 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe , gift, consideration reward , favour, any material or immaterial benefit or other advantage commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done

any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government,

- 3.3. BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4* BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5* The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized government sponsored export entity of the defense stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6* The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The BIDDER will not collude with parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9. The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to other, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care least any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person commits any of the actions mentioned above.

- 3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's at the time of filing of tender.

The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealing or transactions, directly or indirectly, with any employee of the BUYER.

4. **Previous Transgression**

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of the integrity Pact, with any other company in any other country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

- 4.2. The BIDDER agrees that if it makes incorrect statement on the subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. **Earnest Money (Security Deposit)**

- 5.1. While submitting commercial bid, the BIDDER shall deposit an amount _____ (to be specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:

- (i) Bank Draft or Pay Order in Favour of _____
- (ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the Buyer on demand within three working days without any demur whatsoever.

And without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

- (iii) Any other mode or through any other instrument (to be specified

- 5.2 The Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of the both the BIDDER and the BUYER, including warranty period, whichever is later.

- 5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to performance Bond in the Purchase Contract that

the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

6. **Sanction for Violations**

6.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

(i) To immediately call off the pre contract negotiation without assigning any reason or giving any compensation to the BIDDER. However, the processing with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in Pre-contract stage) and /or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

(vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.

(viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman of agent or broker with a view to securing the contract.

(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

(x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The BUYER will be entitled to take all or any of the action mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal code. 1980 or prevention of Corruption Act, 1988 or any other statute enacted for prevention of Corruption.

7 Fall Clause

7.1 The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, than that very price, with due allowance in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors

8.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).

8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligation under this Pact.

8.3 The Monitors shall not be subject to instruction by the representatives of the parties and perform their function neutrally and independently.

8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

- 8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all project documentation of the BUYER including that provided by the BIDDER, The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 8.8.1 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. **Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment or commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the propose of such examination.

10. **Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

11. **Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant in force relating to any civil or criminal proceedings.

12. **Validity**

- 12.1 The validity of this Integrity Pact shall be from the date of its signing and extend upto 5 years of the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provision of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intention.

13. The parties hereby sign this Integrity Pact at _____ on _____

BUYER

BIDDER

Name of the Officer

CHIEF EXECUTIVE OFFICER

Designation

Deptt./MINISTRY/PSU

Witness

Witness

1. _____

1. _____

2. _____

2. _____

* Provisions of these clauses would need to be amended/deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.

Corrigendum to Tender for 'Personalisation of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per passport basis in India' published on e-procurement portal vide Notice No: VIII/887/3/2014 dtd 22/03/2017

Sl. No.	Relevant Chapter/Part/Section of the Tender Document	Page No.	For	To be read as/added
1	Section B – Tender Notice, & Chapter 7 - General Terms & Conditions	8 & 41	<p>6. Earnest Money Deposit of Rs. 2,00,00,000/- (Indian Rupees Two crores only), in favor of "Pay and Accounts Officer, Ministry of External Affairs, New Delhi" should be submitted in the form of Bank Guarantee from any Scheduled Commercial Bank in India. The original bank guarantee should be sent by the issuing bank to the Office of Deputy Secretary (CPV-C), Room No. 06, CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi-110001 by Registered Post with Acknowledgement Due, before due date and time of this tender. A bank certified copy of Bank Guarantee should be attached to the PQB document.</p> <p>7.10(ii) Earnest money in the form of issuing bank-certified copy of Unqualified bank guarantee for Rs. 2,00,00,000 (Indian Rupees Two crores only) from a Scheduled Commercial bank in India. The issuing bank shall directly send the original bank guarantee to the Office of Deputy Secretary (CPV-C) through Registered Post with Acknowledgement Due.</p>	<p>6. Earnest Money Deposit of Rs. 2,00,00,000/- (Indian Rupees Two crores only), in favor of "Pay and Accounts Officer, Ministry of External Affairs, New Delhi" should be submitted in the form of Bank Guarantee from any Scheduled Commercial Bank in India. The original bank guarantee should be sent by the issuing bank to the Office of Deputy Secretary (CPV-C), Room No. 06, CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi-110001 by Registered Post with Acknowledgement Due or it can be handed over in person by a representative of the bidder, before due date and time of this tender. A bank certified copy of Bank Guarantee should be attached to the PQB document.</p> <p>7.10(ii) Earnest money in the form of issuing bank-certified copy of Unqualified bank guarantee for Rs. 2,00,00,000 (Indian Rupees Two crores only) from a Scheduled Commercial bank in India. The issuing bank shall directly send the original bank guarantee to the Office of Deputy Secretary (CPV-C) through Registered Post with acknowledgement Due or it can be handed over in person by a representative of the bidder, before due date and time of this tender.</p>
2	SECTION - C: COVERING LETTER	11	<p>6. Ten specimen printed Utopian passport booklets will be supplied with the Technical Bid. The bid containing the PRE-QUALIFICATION BID will be opened at 1500 Hrs on 01.05. 2017 in the Office of the Deputy Secretary (CPV-C) in the presence of the Bidders or their duly Authorized Representatives. The TECHNICAL BID and FINANCIAL BID of Pre-qualified bidders will be opened at a later date and time, for which intimation will be given to qualified bidders in advance for attending the same.</p>	<p>6. Ten specimen printed Utopian passport booklets will have to be supplied with the Technical Bid. These specimen booklets should be able to prove the following requirements of the Tender specification:</p> <p>i). One pass printing using the same print technology of Data Page (Page 2) and Observation Page (Page 3) side-by-side using generic data of applicant's particulars . Data Page should be as per ICAO specifications.</p> <p>ii). Machine Readable Secure Secondary Image to be printed on the Data Page.</p> <p>iii). Data page to be laminated using ultra-thin laminate of 10 microns or less with required security features. However, exact design may not be required at this stage.</p> <p>iv). Chip Perso supporting PA-BAC as per ICAO specifications.</p> <p>The 10 specimen booklets should be submitted in person to the Ministry on or before the last date and time of uploading the bid in sealed cover which will be opened at the time of opening of the technical bid. The place for submission of the 10 specimen booklets is: The Office of Deputy Secretary (CPV-C), Room no 06, CPV division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi - 110001</p>
3	CHAPTER 1 - DELIVERABLES	16	<p>Training schedule: 1.7 The Service Provider would be responsible for providing training and handholding to the users.</p>	<p>Training Schedule: 1.7 The Service Provider would be responsible for providing training and handholding to at least 2 persons per printer at all printing locations, after signing of the agreement in accordance with deployment schedule of the printers, to be informed by MEA.</p>
4	CHAPTER 1 - DELIVERABLES	16	<p>1.8 In addition to the above, Service Provider has to.....within maximum duration of 48 hours.....responsibility of the Service Provider.</p>	<p>1.8 In addition to the above, Service Provider has to.....within maximum duration of three (03) working days.....responsibility of the Service Provider. Access to the PSP database shall be provided through PSP application interface before the installation of first printer. However, all technical details (required for integration) need to be provided.</p>
5	CHAPTER 1 - DELIVERABLES & Chapter 5 (Delivery Schedule & Payment Terms), Clauses 5.1 & 5.2 & Section A: Snapshot of the tender (page 3)	16 & 34	<p>Validity of Rate Contract 1.10 The per passport all inclusive rate contract for personalization of passports in India will be valid for a period of Five years from the date of commissioning of first personalization printer. The Ministry of External Affairs shall have the right to extend the validity of the contract on the expiry of initial Five years by another two years, by mutual consent, at the same rates, terms and conditions stipulated in the bid and delineated in the contract agreement.</p>	<p>Validity of Rate Contract: 1.10 MEA has issued about 8.5 Million, 10 Million and 9.5 Million passports during 2014, 2015 and 2016 respectively. Expected volume during coming years may be calculated with 10% annual growth. It may be noted that these figures are indicative only and the Service Provider need to personalise passports as per actual quantity. For the purpose of cost recovery, the per passport all inclusive rate contract for personalization of passports in India shall be valid for personalization of 70 Million passports or five years from the date of installation of first capacity, whichever is later. The Ministry of External Affairs shall have the right to extend the validity of the contract on the expiry of initial five years by another two years, by mutual consent, at the same rates, terms and conditions stipulated in the bid and delineated in the contract agreement.</p>

Sl. No.	Relevant Chapter/Part/Section of the Tender Document	Page No.	For	To be read as/added
6	Chapter 2: Eligibility Requirements	17	2.2 One bidder can representit cannot authorize any bidder.	2.2 One bidder can have tie up with two different Original Equipment Manufacturers (OEMs) for two different products i.e. for Automated & Desktop Printers which are to be treated as two separate products for the purpose. One bidder can not have tie up with more than one OEM for the same product. However, one OEM can not have tie up with more than one bidder. If an OEM is directly bidding, it can not authorize any bidder.
7	CHAPTER 2 - ELIGIBILITY REQUIREMENTS	17	Clause 2.6 The offered technology (model or its variant) from the manufacturer of the new generation Machine Readable Passport Personalization Printers should have been successfully used in four countries for atleast the personalization of 2,00,000 Machine Readable Passports (for each country per calendar year) totalling to atleast 20,00,000 passports per calendar year, for three calendar years during the last five calendar years (2012-2016).	Clause 2.6 The offered technology (model or its variant) both (automated and desktop individually), should have following experience during any 3 calendar years during immediately preceding 5 calendar years (2012-16): a) Successfully used in minimum 4 countries for personalization of ICAO compliant Machine Readable Passports; and b) Each of these 4 countries should have issued more than 200,000 ICAO compliant passports in any calendar year; and c) The total ICAO compliant Passports issued by the 4 countries should be at least 2 million passports in any calendar year. d) Offered technology (both automated and desktop individually), should use same printing technology (that is either inkjet or thermal).
8	CHAPTER 3 - TECHNICAL SPECIFICATIONS	19	Sl. 1: Size Automated Printer: The printer should be flexible and modular, which can be changed or capacity expanded as per requirements. The maximum size (lxb) of the printer should be (12 feet x 5feet). Desktop Printer: The printer should be flexible and modular, which can be changed or capacity expanded as per requirements. The maximum size (lxb) of the printer should be (4 feet x 4feet).	Sl. 1: Size Automated Printer: The printer should be flexible and modular, which can be changed or capacity expanded per requirements. The maximum size (lxb) the printer should be (16 feet x 8 feet). Desktop Printer: The printer need not be modular and flexible. The maximum size (lxb) of the desktop printer should be 4 feet x 4 feet.
9	CHAPTER 3 - TECHNICAL SPECIFICATIONS	19-20	3.1(Sl.3) Automated Printer: The printing process should follow the Standard Operating Procedures (SOP) such as: a) b) Read OCR passport.....automatic Perso. Counting of Pages in the Passport c) to i) Desktop Printer: All features of big printers except for automatic feeding / delivery of booklets for graphical Perso and lamination. Means, such features could be manual and may not be automatic. Booklets personalized through small printers should be exactly same. (Forensically) as the ones produced on the big machine.	3.1(Sl.3) Automated Printer: The printing process should follow the Standard Operating Procedures (SOP) such as: a) b) Read OCR passportautomatic Perso. There shall be no page counting. c)to i)..... j) Data can be read in batch mode and buffered into the printer buffer. k) The System should be capable of differentiating between normal and jumbo booklets. Desktop Printer: All features of big printers except for automatic feeding / delivery of booklets for graphical Perso and lamination. Means, such features could be manual and may not be automatic. Booklets personalized through small printers should be exactly same. (Forensically) as the ones produced on the big machine. a) Data shall be fetched directly from the databse. b. There shall be no page counting. c.) The System should be capable of differentiating between normal and jumbo booklets.
10	CHAPTER 3 - TECHNICAL SPECIFICATIONS	20	3.1 (Sl. 6): Secure Secondary Image (for Automated and Desktop printers): Printing of machine readable..... that would result in illegibility of the data.	3.1 (Sl. 6): Secure Secondary Image (for Automated and Desktop printers): Printing of machine readable..... that would result in illegibility of the data. It is clarified that the secure secondary image (ghost image) should be made up of alphanumeric details derived from the personal particulars of the passport holder and should have line width modulation. This feature should be machine readable using latest generation ICAO compliant ePassport readers. The ghost image should be deployed centrally as it is running with the current PSP application.
11	CHAPTER 3 - TECHNICAL SPECIFICATIONS	21	3.1 (Sl 11) : Input / Output Module Should be able to hold 200 Booklets of existing 36 page passports.	3.1 (Sl 11) : Input /Output Module: Both input and output modules should be capable of holding minimum 200 Booklets (36 pages) in case of Automatic Printers.

Sl. No.	Relevant Chapter/Part/Section of the Tender Document	Page No.	For	To be read as/added
12	CHAPTER 3 - TECHNICAL SPECIFICATIONS	21	<p>3.1 (Sl. 12): Human Intervention at various stages-</p> <p>Automated Printers: No human intervention except: a) Loading booklets into input/output/reject bin. b) Loading of all consumables such as Ink Cartridges / Laminating Film Roll etc.</p> <p>Desktop Printers: a) Inserting & removing booklets into the Printer b) Loading of all consumables such as Ink Cartridges / Laminating Film Roll etc. c) Manual operation for laminator too.</p>	<p>3.1(Sl. 12): Human Intervention at various stages In case of desktop printers, where laminating machine is separate unit, the laminating roll will be replaced manually in the laminating machines.</p> <p>a) Loading booklets into input / output / reject Bin. b) Loading of all consumables such as ink cartridges / laminating film roll etc c) For automated printers, closed booklet shall be kept in input box/module and closed booklet shall be stacked in the output module/box. No manual intervention for these operations os allowed.</p>
13	CHAPTER 3 - TECHNICAL SPECIFICATIONS	22	<p>3.1(Sl.14) Automated Printer: The printer should be capable of personalizing travel documents having 4 to 60 pages affix it on the data & observation page.</p> <p>The core of the printer for loading the thin lamination film should be standard core and without a chip.</p>	<p>3.1(Sl. 14) Automated Printer:The printer should be capable of personalizing travel documents having 36 to 60 pagesaffix it on the data & observation page. All other travel documents will be printed through the Desktop Printers.</p> <p>Only original ink from genuine printer OEM, should be used.</p> <p>The core of the printer for loading the thin lamination film should be standard core and without a chip.</p>
14	CHAPTER 3 - TECHNICAL SPECIFICATIONS	22	<p>3.1 (Sl. 15): Operating Temperature</p> <p>Automated Printer: The printer must be able to operate in temperature range of 10 – 30 degree Celsius. During non-operating period, printer should withstand worse weather condition ranging from -20 degree Celsius to +60 degree Celsius</p> <p>Desktop Printer: The printer must be able to operate in temperature range of 10 – 45 degree Celsius. During non-operating period, printer should withstand worse weather condition ranging from – 20 degree Celsius to +60 degree Celsius.</p>	<p>3.1 (Sl. 15): Operating Temperature</p> <p>Automated Printer: The printer must be able to operate in temperature range of 18 degree to 26 degree Celsius. During non-operating period, printer should withstand worse weather condition ranging from -20 degree Celsius to +50 degree Celsius.</p> <p>Desktop Printer: The printer must be able to operate in temperature range of 18 degree to 26 degree Celsius. During non-operating period, printer should withstand worse weather condition ranging from – 20 degree Celsius to +50 degree Celsius.</p>
15	CHAPTER 3 - TECHNICAL SPECIFICATIONS	23	<p>3.1 (Sl. 18): Exception Handling (Automated & Desktop Printer) The printer should prove to be able to handle any variations (at least up to 3 mm) in the physical dimensions of the passport booklets or misaligned / unregistered background printing and / or the field heading printing without any misalignment in data and photograph printing.</p>	<p>3.1 (Sl. 18): Exception Handling (Automated & Desktop Printer) The printer should prove to be able to handle any variations (at least up to 3 mm) in the physical dimensions of the passport booklets or misaligned / unregistered background printing and / or the field heading printing without any misalignment in data and photograph printing.</p> <p>The physical dimension of the booklets will be as per ICAO standards (i.e. ± 0.75 mm). The ±3 mm variation being referred to in the tender is only for misaligned/un-registered background printing and/or the field heading printing.</p>
16	CHAPTER 3 - TECHNICAL SPECIFICATIONS	24	<p>3.1 (Sl. 20): Technical Specifications for Automated & Desktop Printers</p> <p>The printer should be capable of in consultation with booklet manufacturer M/s. India Security Press, Nashik.</p>	<p>3.1 (Sl. 20):Technical Specifications for Automated & Desktop Printers</p> <p>The printer should be capable of in consultation with booklet manufacturer M/s. India Security Press, Nashik.</p> <p>After award of the contract, one time, 2000 booklets shall be provided to the winning bidder, for the purpose of testing, setup etc. which would be returned to MEA/Regional Passport Office (RPO). The process of returning/ destroying shall be mutually agreed between MEA and the bidder.</p>
17	CHAPTER 3 - TECHNICAL SPECIFICATIONS	25	<p>3.1 (Sl. 23) Automated and Desktop Printer The printer software / driver should alsoin case of blank data page (without pre-printed headers).</p>	<p>3.1 (Sl. 23) Automated and Desktop Printer The printer software / driver should also..... in case of blank data page (without pre-printed headers).</p> <p>As per ICAO guidelines, personalization of the passport will be done in OCR-B font. However, if MEA decides that the bidder needs to print the field headings (Hindi and English), the font type and size will be informed by MEA. (A revised Annexure C is attached with this corrigendum).</p>
18	CHAPTER 3 - TECHNICAL SPECIFICATIONS	25	<p>3.2 The printer shall validate other passport personalization related parameters.</p>	<p>3.2 The printer shall validate other passport personalization related parameters. Access to the PSP database shall be provided through PSP application interface. Lamination stock would be fetched in the PSP System based on the serial number available. The Printer Operator while feeding the roll of laminate into the printer, would insert the serial number printed on the laminate, which the system would cross validate.</p>

Sl. No.	Relevant Chapter/Part/Section of the Tender Document	Page No.	For	To be read as/added
19	CHAPTER 3 - TECHNICAL SPECIFICATIONS	25	3.4 The Service Provider shall supply free of cost modifications initially and at a later stage as per requirement of PSP.	3.4 The Service Provider shall supply free of cost modifications initially and at a later stage as per requirement of PSP. MEA has no intention of getting the source code from the Service Provider. Access to the PSP database shall be provided through PSP application interface. However, all technical details (required for integration) need to be provided.
20	CHAPTER 3 - TECHNICAL SPECIFICATIONS	26	3.7 MEA may decideCost implication of such upgradation/migration should be part of the bidding cost itself.	3.7 MEA may decideCost implication of such upgradation/migration should be part of the bidding cost itself. MEA shall provide PKI infrastructure and all keys/certificates for upgradation to EAC/SAC etc. Rest all the cost components need to be included in the offer, by the bidder at the time of bidding. No cost escalation, beyond tender document, shall be allowed or discussed during currency of the contract.
21	CHAPTER 3 - TECHNICAL SPECIFICATIONS	26	3.11 MEA will provide (a) air-conditioned room (b) Input power through UPS.	3.11 MEA will provide (a) air-conditioned room (b) Input power through UPS, during office hours only. This will ensure that the printers get air-conditioned environment during its operations.
22	CHAPTER 3 - TECHNICAL SPECIFICATIONS & 3.13.2 (b) page 28 under (Technical Characteristics)	26	3.13.1. Specifications : The printer, for affixing laminate over data page, shall use ultra thin heat sealed Diffractive Optical Variable Image Device security laminate (less than 5 micron size after lamination, and less than 10 microns before lamination), fully in compliance with ICAO Document 9303 and subsequent amendments thereafter , with:	3.13.1. Specifications : The printer, for affixing laminate over data page (the bidders have the option of providing either edge-to-edge or patch laminate on the data page.) , shall use ultra thin heat sealed Diffractive Optical Variable Image Device security laminate fully in compliance with ICAO Document 9303 and subsequent amendments thereafter. The thickness of the laminate (without the carrier film) shall be 10 microns or less, before and after lamination.
23	CHAPTER 3 - TECHNICAL SPECIFICATIONS (MANDATORY TECHNICAL SPECIFICATIONS FOR ULTRA THIN SECURITY LAMINATE)	27	3.13.1 - Specifications - Level 3 Features: a)..... b)..... c) The ultra-thin laminate shall be exclusively customizedto inspect security and exclusivity of the manufacturer.	3.13.1 - Specifications - Level 3 Features: a)..... b)..... c) The ultra thin laminate shall be exclusively customized as per India centric design and approved by Government of India. The manufacturer of the laminate can be the same as the manufacturer of the printer OR may be a separate manufacturing company. In the present tender both situations are allowed. To ensure exclusivity of the laminate in terms of design, specifications and/or security features, a confidentiality agreement shall be signed amongst the Service Provider, laminate Supplier and the MEA, only after the award of contract.
24	CHAPTER 3 - TECHNICAL SPECIFICATIONS (Security Requirements)	28	3.13.2: - Security requirements: The complete process of laminate production (Designing, origination and production) must be exclusively made on a single site to guarantee high security standards.	3.13.2: - Security requirements: The complete process of laminate production (Designing, origination and production) must be exclusively made on a single site to guarantee high security standards. Supplier of ultra-thin laminate, should provide a contingency plan. MEA shall welcome the laminate manufacturer deciding to localize the production in India, with same technical specifications. However, any change in production site should be done in consultation with MEA. The bidder should use their own laminate sheet of the same specifications as mentioned in the tender document except design and size. The bidder should also ensure that the laminate supplied should be in the form of roll in both automated and desktop printers.
25	CHAPTER 3 - TECHNICAL SPECIFICATIONS (Security Requirements)	29	3.13.5 Customization of Ultra-Thin Laminate: The purchaser (Ministry of External Affairs) shall provide images reflecting historical, cultural, political, constitutional heritage of India for preparing exclusively customized specimen laminate design. The Service Provider shall arrange for laminate supplier to enter into an exclusive and secure production agreement with Purchaser (Ministry of External Affairs) as well as a confidentiality agreement about the design and specifications of the laminate so manufactured for India, and also arrange for visits to the factory site by officials of Ministry of External Affairs at cost of Government of India, to inspect security and exclusivity of laminate manufacture. The cost of customization of the laminate shall be part of the personalization rates, quoted in the financial bids.	3.13.5 Customization of Ultra-Thin Laminate: Ministry of External Affairs shall provide images reflecting historical, cultural, political, constitutional heritage of India for preparing exclusively customized specimen laminate design. To ensure exclusivity of the laminate in terms of design, specifications and/or security features, a confidentiality agreement shall be signed amongst the Service Provider, laminate Supplier and the MEA. The Service Provider shall also arrange for visits to the factory site by officials of Ministry of External Affairs at cost of Government of India, to inspect security and exclusivity of laminate manufacture. The cost of customization of the laminate shall be part of the personalization rates, quoted in the financial bids.

Sl. No.	Relevant Chapter/Part/Section of the Tender Document	Page No.	For	To be read as/added
26	CHAPTER 3 - TECHNICAL SPECIFICATIONS	29	3.14 (b) HSM (Hardware Security Modules) for KMS and document signer at central & issuance sites at RPOs	3.14 (b) HSM (Hardware Security Modules) for KMS and document signer at central & issuance sites at RPOs. MEA shall be providing only the CSCA keys (PKI) for ePerso. As regard HSM/KMS setup, this is the responsibility of the bidder. The interface between the DS and the CSCA is file based. The interface between the DS and the CSCA is based on pkcs/x.509 standards. MEA prefers centralized setup for HSM/KMS. However bidder may go for decentralized setup, to meet SLAs as per RFP. For information, PSP data centre and DR centre are in place and at difference cities, working in active-active mode. Datais getting mirrored among these data centres. MEA shall provide 99.9% network uptime. There is more than 2 Mbps connectivity already availability at RPOs. MEA shall provide necessary physical infrastructue for hosting of HSM/KMS setup.
27	CHAPTER 4 - TENDER EVALUATION CRITERIA (Financial Bid Evaluation)	30	4.2 (i) The technical specifications evaluation proforma is attached at Annexure-B to give a detailed presentation and demonstration of their entire system, focusing specifically on tender requirements. MEA will issue 300 normal and 300 jumbo ICAO compliant specimen passport booklets.....as part of the Technical Evaluation and not in any other equipment.	4.2(i) The technical specifications evaluation proforma is attached at Annexure-Bto give a detailed presentation and demonstration of their entire system at Delhi , focusing specifically on tender requirements. MEA will issue 300 normal and 300 jumbo ICAO compliant specimen passport booklets..... as part of the Technical Evaluation and not in any other equipment. Necessary physical infrastructure for demonstration will be provided by MEA. However, MEA shall also provide 500 normal and 500 jumbo booklets for configuration of the printers at their location as well as demo in Delhi. All these booklets need to be necessarily returned to MEA. It is clarified that in case bidders want, they can use their own booklets for the purpose of sample at 4.2(i) stage of evaluation. However, during technical demonstration in India (stage 4.2(iii)), graphical personalization has to be done on booklets provided by MEA only. In case, bidders are unable to carry out ePerso, they can use their own booklet for demonstration ePassport.
28	CHAPTER 4 - TENDER EVALUATION CRITERIA	31-32	4.4 (Old Passport details):	It is clarified that old passport details like old passport number, expiry date, file number need to be printed on observation page. As mentioned in the tender document, observation page is adjacent to the data page. ICAO compliant passports will be issued by MEA at all times.
29	CHAPTER 4 - TENDER EVALUATION CRITERIA (Financial Bid Evaluation)	33	4.6 The bid per passport personalization rates in India (in Indian Rupees INR) offered will be inclusive of cost on importing personalization machines, laminates, all customs and excise duties and other national/local taxes excluding Service Tax on the bid rate.	4.6: The bid per passport personalization rates in India (in Indian Rupees INR) offered will be inclusive of fixed/variable cost of printers including cost on importing personalization machines, consumables, laminates, maintenance, all customs and excise duties in India/abroad. This cost is exclusive of all local / central taxes such as Sales Tax/Service Tax/VAT/GST or any other Local/Central Government Taxes (as applicable from time to time), which will be paid extra on actual payment basis and should be quoted separately.
30	CHAPTER 5 - DELIVERY SCHEDULE & PAYMENT TERMS & Chapter 6 - Penalty Clause. Sections 6.2, 6.3, 6.4 and 6.11	34	5.2 The contract will be valid.....The Service Provider has to import, install and operationalize the number of printers in India (as per the list at Annexure F) to cater to a volume of personalizing minimum 10,000 passports per day, within four months from the date of award of tender.....a total capacity of 60,000 passports per day in India, within nine months from the date of award of tender. Failing which, penalty would be imposed as per Chapter-6.	5.2 The contract will be valid.....The Service Provider has to import, install and operationalize the number of printers in India (as per the list at Annexure F) to cater to a volume of personalizing minimum 10,000 passports per day, <u>within six months</u> from the date of award of tender.....a total capacity of 60,000 passports per day in India, <u>within eleven months</u> from the date of award of tender. Failing which, penalty would be imposed as per Chapter-6.
31	CHAPTER 5 - DELIVERY SCHEDULE & PAYMENT TERMS	34	5.3 The payment for personalization of passports Printing Centers in India certifying the number of passports personalized during the billing period.	5.3 The payment for personalization of passports Printing Centers in India certifying the number of passports personalized during the billing period. In this respect, the SLA data would be captured through the system.
32	CHAPTER 5 - DELIVERY SCHEDULE & PAYMENT TERMS & Chapter 1 (Deliverables) clause 1.4 (page 15)	34	5.7 The per passport rate are to be quoted in Indian Rupees only and exclusive of Service Tax	5.7 The per passport rate are to be quoted in Indian Ruppes only and shall be exclusive of all local / central taxes such as Sales Tax/Service Tax/VAT/GST or any other Local/Central Government Taxes, which will be paid extra on actual payment basis.
33	CHAPTER 5 - DELIVERY SCHEDULE & PAYMENT TERMS Annexure C - (Financial Bid Format) & Chapter 1 (Deliverables) clause 1.5 (page 15)	35	5.10 Bidders will submit..... the fluctuation is more than 10% of the current revised reference rate.	5.10 Bidders will submit..... the fluctuation is more than 10% of the current revised reference rate. The following documents should be furnished by the Service Provider for claiming Exchange Rate Variation (ERV): i. A bill of ERV claim enclosing working sheet. ii. Banker's Certificate/debit advice detailing foreign exchange paid, date of remittance and exchange rate. iii. Copies of import order placed on Service Provider. iv. Invoice of Service Provider for the relevant import order.

Sl. No.	Relevant Chapter/Part/Section of the Tender Document	Page No.	For	To be read as/added
34	Chapter 6: Penalty Clause	36	6.2.1 (iv) The Service Provider (at the select locations as per the list at Annexure F), within four months from the date of award of contract..... within nine months from the date of award of tender.	6.2.1 (iv) The Service Provider (at the select locations as per the list at Annexure F), within six months from the date of award of contract..... within eleven months from the date of award of tender.
35	Chapter 6: Penalty Clause	36-37	6.3 If the Service Provider is unablewithin a time period of four months from the date of award of contract,In case of delay of more than six months from the date of award of contract, contract will be forfeited.	6.3 If the Service Provider is unablewithin a time period of six months from the date of award of contract,In case of delay of more than eight months from the date of award of contract, contract will be forfeited.
36	Chapter 6: Penalty Clause	37	6.4 If the Service Provider fails to.....within a total of nine months of award of the contract, failing which the MEA shall invoke the termination clause.	6.4 If the Service Provider fails to.....within a total of eleven months of award of the contract, failing which the MEA shall invoke the termination clause.
37	CHAPTER 6 - PENALTY CLAUSE & Chapter 3: Technical Specifications Clause 3.1 (SI 17) (page 23)	37	Penalty for damaging booklets beyond 0.5% allowable rejection rate: 6.6 An amount of Rs 1000/- (Rupees One thousand only) per damaged booklet will be deducted, from any sum payable to the Service Provider by the Ministry of External Affairs, beyond the permissible limit of 0.5% booklet rejection (i.e. if rejection is more than 0.5% of the total number of booklets printed in a quarter billing period on account of misalignment or misprinting or wrong printing of data or images or overall quality of the product).	Liquidated Damages for damaging booklets beyond 1% allowable rejection rate: 6.6 An amount of Rs 600/- (Rupees six hundred only) per damaged booklet (in case of both the printers) will be deducted, from any sum payable to the Service Provider by the MEA, beyond the permissible limit of 1% booklet rejection (i.e. if rejection is more than 1% of the total number of booklets printed in a quarter billing period on account of misalignment or misprinting or wrong printing of data or images or overall quality of the product). However, whenever there is an increase in the cost of passport booklet, the liquidated damage per passport booklet will be recalculated on the basis of revised cost of passport booklet (i.e. Revised cost of passport booklet + damage charges equal to the 100% revised cost of passport booklet) These liquidated damages shall not be applicable during initial calibration period of 30 days.
38	Chapter 6: Penalty Clause	38	6.11 The installation and commissioning of the printers..... shall have to be completed satisfactorily within three months of award of contract, and full scale operation of the first printer within four months in India, from the date of award of the contract, failing which..... In case of delay of more than six months from the date of award of contract, MEA shall giveThe EMD or performance guarantee of the Service Provider (L1 bidder) who was awarded the contract will be forfeited/encashed.	6.11 The installation and commissioning of the printers..... shall have to be completed satisfactorily within four months of award of contract, and full scale operation of the first printer within six months in India, from the date of award of the contract, failing which..... In case of delay of more than eight months from the date of award of contract, MEA shall giveThe EMD or performance guarantee of the Service Provider (L1 bidder) who was awarded the contract will be forfeited/encashed.
39	Part of Chapter 8,	51	Envelope 1 Point 5 Manufacturers Authorization format (MAF) as per Annexure:- MAF.	MAF being uploaded along with corrigendum to the tender document.
40	Annexure - A1 Particulars of Bidder	53	Point 2- Banker of Company with full address Certified copy of statement of A/c for the last three financial years.	Point 2- Banker of Company with full address Certified copy of statement of A/c for the last three financial years. (In case bidder is not able to submit the statement, he may submit bank certified details indicating the Bidder's Account Name, Account Number, Account opening date and total number of debit and credit entries with value for each month).
41	Part of Annexure B, Against	66	Sl. 2 'Evaluation Mechanism' By demonstration, Proof of Concept(POC)	Sl. 2 'Evaluation Mechanism' By demonstration, Proof of Concept(POC) to be done in Delhi for all offered products. Necessary physical infrastructure for Demo will be provided by MEA.
42	Financial Bid	75	Annexure -C	Revised Annexure 'C' is attached with this corrigendum
43	Annexure - D, Bid Bond Proforma,	77	WHEREASAS M/.s.....(Bidder) have offeredclaim or counter claim whatsoever raised by the Bidder. This guarantee shall be irrevocable and shall remain valid till four months after the award of the tender.	WHEREASAS M/.s.....(Bidder) have offeredclaim or counter claim whatsoever raised by the Bidder. This guarantee shall be irrevocable and shall remain valid for a period of one year from the date of opening of bids.
44	Chapter 3: Technical Specifications (clause 3.9, page 26) & Annexure - F	81-82		To be added as point 5 on page 82 (Annexure F) Average daily issuance figure shall be used for the purpose of initial deployment of printers. For meeting increased requirement, deployment of printers shall be planned in consultation with MEA, ensuring utilization of already deployed printers.
45	Annexure - F	81-82	4) The 42 passport printing Centers mentioned above are tentative.	4) The 42 passport printing Centers mentioned above are tentative. It may be noted that the number of passport printing sites are indicative. However, actual deployment location shall be decided by MEA from time to time. For the purpose of upper cap and cost efficiency, MEA shall restrict to 45 passport printing locations.
46	General clarification		Chip Operating System to be used	Native OS with SCOSTA-CL Compliant.
47	General clarification		Data Transmission Speed of the chip	Speed of data transmission is 424 kbps and 848 kbps.

FINANCIAL BID

Cover 3- Detailed Financial Bids (as per Annexure II)		
File Type: .rar containing PDF		
Bid to be submitted online in prescribed BOQ.XXXXXX format along with the Tender document.		
Name of the work : Personalization of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per Passport basis in India		
Name of the Company		
Address		
Telephone no. Fax no. Email		
Contact person		
Sl. No.	Item	Unit Rate (INR) all inclusive
1.	All inclusive rate for personalization and ePersonalization of per Passport booklet, with field headings , (data page with laminated) anywhere in India (INR- in words and figure)*: [File1.xls]	X
2	All inclusive rate for personalization and ePersonalization of per Passport booklet, with field headings , (observation page without laminated) anywhere in India (INR- in words and figure)*:	Y
3.	All inclusive rate for personalization and ePersonalization of per Passport booklet, without field headings , (data page with laminated) anywhere in India (INR- in words and figure)*: [File1.xls]	A
4	All inclusive rate for personalization and ePersonalization of per Passport booklet, without field headings , (observation page without laminated) anywhere in India (INR- in words and figure)*:	B
5	Grand Total Value (GTV) $Z=X+Y+A+B$	$X+Y+A+B$

US Dollar Component in the per passport personalization rate (percentage of all inclusive rate): ----- (Percentage of total cost)

* The all inclusive rates in India (in Indian Rupees INR) offered will be inclusive of fixed/variable cost of printers including cost on importing personalization machines, consumables, laminates, maintenance, all customs and excise duties in India/abroad. This cost is exclusive of all local / central taxes such as Sales Tax/Service Tax/VAT/GST or any other Local/Central Government Taxes (as applicable from time to time), which will be paid extra on actual basis and should be quoted separately.

We certify that we have understood the job specifications and terms & conditions of the tender document. Further, we certify that the above rates quoted in the financial bids are valid for a period of 270 days from the date of opening the BID. We also understand that deviation of any kind will forfeit our EMD and Performance Guarantee

Authorized Signatory

Cover 3- GTV (Financial Bids, as per Annexure II)

File Type: .XLS

Bid to be submitted online in prescribed BOQ.XXXXX format along with the Tender document.

Name of the work : Personalization of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per Passport basis in India

Name of the Company	
Address	
Telephone no. Fax no. Email	
Contact person	

	Item	Value of GTV (INR)
1.	Grand Total Value (GTV) that is value of Z of Detailed financial bid. [For arriving upon L1 rates]	

GTV value must match with the GTV of detailed financial bid.

Process of Opening Financial Bids:

First GTV will be opened for all the technically qualified bidders. Lowest value will be decided on the basis of GTV. Whosoever is L1 in GTV detailed financial bid will be opened for L1 bidder only.

Part of Chapter 8 (Envelope 1, Point 5)

Manufacturer Authorization Format

Ref:

Date :

To

Deputy Secretary (CPV-C)
CPV Division
Ministry of External Affairs
Patiala House Annexe, Tilak Marg
New Delhi-110001.

Subject: Manufacturer Authorization for Tender No

Sir,

We, <OEM/ **Manufacturer name**>having our registered office at<OEM/ **Manufacturer address**>, are an established and reputed manufacturer of the tendered stores.

We confirm that <**Bidder Name**> having its registered office at <**Bidder Address**> is our authorized representative for _____ . We authorize them to quote for our equipments in the above mentioned tender.

Our full support is extended to them in all respects for supply, warranty and maintenance of our products. We also ensure to provide the service support for the supplied equipments for a period of 5 years from date of supply/installation of the equipments as per tender terms.

We also undertake that in case of default in execution of this tender by the <**Bidder Name**>, the <OEM/Company Name> will take all necessary steps for successful execution of this project as per tender requirements.

We hereby confirm that the products / solutions being supplied to MEA will not be declared end of sale for a minimum of 24 months from the date of its acceptance by MEA and that we shall support the same for a minimum period of 5 years from the date of its acceptance by MEA. If the same is de-supported by us for any reason whatsoever, we undertake to replace it with an equivalent or better substitute that is acceptable to MEA, without any additional cost to MEA and without impacting the performance of the solution in any manner.

We hereby agree to supply and/or install all new releases, versions, any type of update, upgrade patch and/or bug fixes for the software or firmware from time to time at no additional cost to MEA. Additionally, the documentation and training services associated with the product(s) shall be provided free of cost to MEA.

Thanking You

For **<OEM/ Manufacturer name>**

< (Authorized Signatory)>

Name :

Designation:

Revised Document Control Sheet

Tender Reference No.	VIII/887/3/2014
Name of Organization	Ministry of External Affairs
Tender Type (Open/Limited/EOI/Auction/Single)	Open
Tender Category (Services/Goods/works)	Service
Type/Form of Contract (Work/Supply/Auction/Service/Buy/Empanelment/Sell)	Service
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Personalization of Indian Passports using Next Generation Automatic Machine Readable Passport Printers on all inclusive rate per Passport basis in India
Re-bid submission allowed (Yes/No)	No
Is Offline Submission Allowed (Yes/No)	No
Technical Evaluation allowed (Yes/ No)	Yes
Withdrawal Allowed (Yes/No)	No
Is Multi Currency Allowed	No (Only INR)
Date of Issue/Publishing	22.03.2017
Document Download/Sale Start Date	22.03.2017
Document Download/Sale End Date	12.04.2017
Clarification Start Date	23.03.2017
Clarification End Date	12.04.2017
Date for Pre-Bid Conference	18.04.2017
Venue of Pre-Bid Conference	CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi-110001.
Last Date and Time for Uploading of Bids	19.06.2017, 1300 hours
Opening of Pre-Qualification Bid	20.06.2017, 1500 hours
Date and Time of Opening of Technical Bids	Will be intimated
One time Procurement	No
Contract Type (Empanelment/ Tender)	Empanelment
Multiple Technical Annexure(s)	Yes
Quoting for all Technical Annexure is compulsory	Yes
Will each Annexure under ' Technical Bids' be treated as Separate Tender	No
Empanelment Size	One
Tender Fee	Rs. 1500/- (Indian Rupees One Thousand Five Hundred Only)
Number of Covers/Packets(2/3/4) 2 Cover – (EMD + Pre-qualification + Technical) and Financial. 3 Cover - (EMD + Pre-qualification), Technical and Financial. 4 Cover – EMD, Pre-qualification, Technical and Financial.	3

Bid Validity days (270/180/120/90)	270 days from the date of opening of bids
Location (Work/Services/Items/As per tender document)	As per tender document
Validity of Contract	Five years from the date of commissioning of first printer
Extension with mutual consent	Two year
Minimum Period for revision of rates/updation of technology.	As per tender document
Address for Communication	O/o Deputy Secretary (CPV-C), Room No. 06, CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi-110001. Tel. # 011-23382658 Email: uscpvc@mea.gov.in Website: http://eprocure.gov.in/eprocure/app