

**TENDER DOCUMENT FOR PRINTING, SCANNING AND  
OTHER OUTSOURCED SERVICES**

**Closing Date:** 29<sup>th</sup> November 2010 at 17.00 Hrs.

**Opening of Technical Bid:** 30<sup>th</sup> November 2010 at 11:00 Hrs.

**1. BACKGROUND:**

1.1 DOEACC Society, an autonomous Scientific Society of Department of Information Technology, Ministry of Communications and Information Technology, Govt. of India is implementing the DOEACC Scheme, which has been launched jointly by AICTE and Department of Information Technology (Formerly Deptt. of Electronics) with a view to utilize the resources available with the Computer Training Institutions in the non-formal sector to provide quality Education and Training in the area of IT. The scheme consists of courses at four levels namely 'O' level - Foundation, 'A' level - Advance Diploma, 'B' level - MCA level, 'C' Level - M.Tech Level. The Society conducts examinations twice a year in the month of January and July for all the above four levels at more than 110 centres located all over India. Besides the career courses viz. O, A, B & C levels, the Society offers a Course On computer Concepts (CCC), which is basically an IT Literacy Course for any body and everybody. The Institutes Accredited for either or more of O, A, B or C Level of courses are authorized to conduct training for this course and offer the candidates for the Examinations conducted by the Society thrice in a year.

1.2 For appearing in the examinations conducted by the Society for O, A, B and C Levels, each candidate is required to get himself / herself registered with the Society in advance by submitting his / her application in the prescribed form. On acceptance of the Registration Form each candidate is issued with a laminated Registration Allocation letter-cum-Identity Card. Approximately 25,000 registrations allocation letters-cum-identity cards are issued every six months. Scanned images of registration forms as well as the I-cards will be stored in DVD and handed it to DOEACC.

1.3 Registered candidates can appear for Examinations, which are conducted twice in a year by the Society in the months of January and July. Each candidate wishing to appear for any of the DOEACC examinations is required to fill up an Examination Application Form (EAF). For each level a different EAF is required to be filled-in. ICR Technology is used to capture Data from all the examination application forms. The detailed scope of work is given in Clause 2.11 of this Document. The vendor selected will design the Forms to suit the ICR technology while keeping in view the requirement of the Society. Copies of these Examination Forms can be seen by visiting DOEACC with prior appointment on any working day before the closing date for submission of this Tender.

1.4 The entire job right from the stage of scanning of registration form, printing of Registration Allocation Letter-cum-I-card with envelope, designing and printing of EAF as well as scanning the filled forms, conversion of scanned data into a database in the data structure to be provided by DOEACC, verification of the correctness of such data, printing of Attendance Sheet, etc. is assigned to

a single vendor selected on the basis of this tender process. The detailed scope of work is given in this Document.

## **2. TERMS & CONDITIONS:**

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

<b><u>S. No.</u></b>	<b><u>Item</u></b>	<b><u>January Exams.</u></b>	<b><u>July Exams.</u></b>
a)	<i>Proof of the Examination Forms for O/A/B/C/ Levels to be supplied by vendor.</i>	10th August	10th February
b)	<i>Proof of the Forms to be approved by the representative of DOEACC.</i>	12th August	12th February
c)	<i>1<sup>st</sup> lot consisting of 20% of the quantity ordered for O &amp; A Level Forms.</i>	22nd August	22nd February
d)	<i>2nd Lot of 20% of the quantity ordered for O &amp; A Level Forms.</i>	2nd September	2nd March
e)	<i>3rd and final lot of balance of the quantity ordered for O &amp; A Level.</i>	20th September	20th March
f)	<i>1st Lot of 50% of the quantity ordered for B Level Forms.</i>	22nd August	22nd February
g)	<i>2<sup>nd</sup> &amp; final lot of balance of the quantity ordered for B Level Forms.</i>	5 <sup>th</sup> September	5 <sup>th</sup> March
h)	<i>C Level Forms to be supplied in single lot.</i>	2 <sup>nd</sup> September	2 <sup>nd</sup> March
i)	<i>Any additional quantity ordered.</i>	To be supplied within two days.	

***On completion of supply of Examination Forms for every examination, the representatives of the Vendor will sit with the DOEACC Officer concerned and finalize a plan/schedule for scanning of the Forms, supply of Data as well as the scanned images and attendance-sheets.***

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

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

2.2.2 Registration Applications Forms: Registration Application forms should be lifted in batches of 5000 forms by the vendor within 12 hours of receiving a call from DOEACC and should be scanned and returned alongwith I-Cards and DVDs containing scanned Images and Images of I-cards every alternative day.

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

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

2.4 The no. of mistakes in data captured and supplied to DOEACC shall be restricted to barest minimum but in any case not more than 2%. Every mistake beyond 2% shall attract a penalty at the rate of Rs.1.75 per mistake and the amount of penalty shall be deducted from the bills raised for the activity by the vendor. Any lot having more than 6% mistakes shall be summarily rejected and the vendor shall have to redo the whole lot without any extra payment. The vendor shall ensure that under all circumstances the re-verified data is submitted within two days of the rejection of the lot by DOEACC.

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

## **2.6 Payments:**

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

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

2.7 All payments shall be subject to TDS.

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

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

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

## 2.11 Scope of Work

### 2.11.1 Registration

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

2.11.1.2 Printing, lamination and supply of Registration Allocation cum -I Cards from the database (foxpro or MS Access) provided by DOEACC and the photographs and signatures taken from the scanned images of Registration forms. Identity cards should be printed on two sides in 250 GSM white papers. Lamination of Identity Cards should be done with 100 micron lamination sheets, detailed dimensions in inches given below:

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

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

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

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

2.11.1.6 The entire job of scanning of Registration Forms, which may be different in size and thickness of paper will be undertaken by the vendor at their own premises and DOEACC will provide only the Registration Forms to be handed over to the vendor's representative, who will collect the same from DOEACC's office at vendor's cost.

### 2.11.2 Examination

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

- a) Examination form printed both sides [single sheet]
- b) Check-list
- c) Important Instructions
- d) Declaration
- e) Instruction Sheet [printed both sides] consisting of four parts:
- f) Envelop for submitting the filled Examination form with address of DOEACC printed on it.

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

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

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

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

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

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

2.11.2.8 Printing of Result sheets (with scanned photographs of the candidates) on 120 GSM papers, both sides double colour printing for all the four Levels in different colours. The job work entails the complete printing of the Result sheets, including the details of the candidate and the grade obtained by him/her, for which, the Result data shall be supplied to the vendor in CD-ROM. It shall be the responsibility of the vendor to supply the final Result sheets within three days from the date of finalization of the Exam data. It shall be the responsibility of the vendor to maintain absolute confidentiality of the data provided by the DOEACC Society and the vendor shall not share or disclose the data under any circumstances.

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

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

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

2.11.4 Each examination forms for O/A/B/C Levels shall bear a unique serial number in consecutive order. The starting number of the forms for each level will be supplied by DOEACC. All examination

forms and all the other parts of a set for O/A/B/C/ Levels shall bear the same number as in the sample forms, which can be inspected at DOEACC with prior appointment during working hours.

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

2.11.6 The entire job of scanning of Examination Forms is to be executed at the premises of the vendor selected and the DOEACC society shall supply only Examination Application forms.

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

2.11.8 Along with the filled in Application Forms, DOEACC receives Examination Fee etc., through Demand Drafts. These Demand Drafts will be scanned at DOEACC premises by setting up the scanning infrastructure by the vendor [the equipment and manpower shall be of the vendor] and premises with UPS supply shall be provided by DOEACC. About 20,000 Demand Drafts are received with Examination Forms, which may have to be scanned within a week's time. The dates for such scanning will be decided by DOEACC and intimated to vendor, who will take prompt necessary action. The functions involved in this activity would be scanning of Demand Drafts both sides, converting the information in Data and furnish report of Data in the Format asked for by DOEACC. The vendor would also provide image files of Demand Drafts with a software support for retrieval of Demand Drafts batch-wise and will also carry out reconciliation of the amount with the amount shown in the Examination Application Forms.

2.11.9 The vendor shall also set-up the scanning infrastructure for OMR scanning of the OMR sheets containing answers to the Objective Type Questions at DOEACC premises. About 90,000 such OMR sheets are required to be scanned in the shortest possible time not exceeding 10 days from the Date suggested by DOEACC. For this purpose also the manpower and equipment will be brought to DOEACC premises at the vendor's cost. The data captured from the OMR sheets shall be supplied in the format indicated by DOEACC on case to case basis.

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

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

**2.14 Earnest Money Deposits:** Earnest money deposit (EMD) of Rs. 25,000/- by Demand Draft favouring DOEACC payable at Delhi must be attached with the offer (Appendix I). While the amount deposited by the unsuccessful bidders would be refunded within a month of the opening of the bids, the amount in respect of successful bidders shall be refunded after a Bank Guarantee for Rs.50,000/-

from a Commercial Bank towards the Security Deposits is received. In case the party selected backs out, the EMD shall be forfeited.

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

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

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

**2.18 Eligibility:**

2.18.1 The vendor should have been in the business of similar nature [Data capturing and processing using ICR and OMR Technologies] for at least 5 years. A proof of commencement of business or the Purchase/Job Award Orders should be enclosed with the Technical Bid.

2.18.2 The Annual Turnover of the vendor during the past three years [2007-08, 2008-09 and 2009-10] should not be less than Rs.35 lacs per annum. A copy each of the CA Certificate or the Income and Expenditure Statement, duly signed by a CA should be furnished supporting the claim of having specified technology during each of the three years along with the Technical Bid.

2.18.3 The vendor should have served with similar services an Examination Body of repute at least for three years during the past five years. A copy each of the Job Award Letter and Satisfactory Performance Certificate from these vendors should be attached with the Technical Bid.

2.18.4 Copies of Job Award Letters from at least three prominent organizations served/being served by the vendor with similar services during the current year should also be attached with the Technical Bid.

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

2.20. In case of any dispute, the decision of Executive Director, DOEACC shall be binding

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

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

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

2.24 The vendor must furnish a Chartered Accountants' Certificate or signed copies of Balance Sheet as a proof of its turnover for 2007-08, 2008-09 & 2009-10.

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

2.26 A copy of the standard document, duly signed by the signatory signing the Bids must be submitted along with the Technical Bid in token of your acceptance of the Terms and Conditions of the Tender Document, failing which the Tender shall be treated as incomplete.

2.27 Incomplete Bids in any manner, shall not be accepted and no correspondence in this regard shall be entertained.

2.28 Appendix I and Appendix II duly filled in with all enclosures should be sealed in separate envelopes duly superscribed with **“Technical Bid”** and **“Financial Bid”** as the case may be. These two envelopes may then be sealed in a bigger envelope superscribed with **“Tender for Printing & Scanning of Examination / Registration”** and addressed to Deputy. Director (Administration), DOEACC Society, Electronics Niketan, 6, CGO complex, New Delhi – 110 003 and submitted to this office on or before the closing date and time for submission of the Tender.

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**Proforma for Furnishing Technical Bid**

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

1. Name, Address and Telephone Number of the :  
Organization.
2. Date of commencement of Business (Please :  
furnish proof in support of your statement).
3. Status of the organization (i.e. whether :  
Proprietorship, Partnership, Private Limited /  
Public Limited Company, Registered under  
Societies Registration Act, etc.)
4. Registration Number of the Organization. :  
*(Please attach Certificate of Registration /  
Incorporation).*
5. Name of the C.E.O. / Proprietor :
6. Name, designation and address, including :  
phone/mobile number of the Contact Person.
7. Annual Turnover : 2006-07  
*(Attach Photostat copies of Balance Sheet / I.T. 2007-08  
Returns / C.A.'s Certificate). 2008-09*
8. Sales Tax / VAT No., if any *(Must, if ST /VAT is :  
charged)*
9. Service Tax No., if any *(Must, if ST is charged. :*
10. P.A.N. Number of the Organization / Owner *(in :  
case of proprietorship organization where no  
P.A.N. has been issued in the name of the  
organization).*
11. Details of three prominent organizations served / being served with similar services *(attach a  
comprehensive list).*

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

12. Details of E.M.D. (enclosed D.D.) : D.D. No. \_\_\_\_\_ dated \_\_\_\_\_ for Rs.25,000/- drawn on \_\_\_\_\_ Bank in favour of DOEACC, payable at New Delhi.
13. Number of employees on the rolls of the vendor. : Managerial :  
Supervisory Clericals :  
Others (please specify) :
14. Number of clients being served in and around Delhi on the date of submission of bid (please enclose a comprehensive list with address and telephone numbers).
15. Whether you have any point of disagreement with the terms and conditions stipulated in the Tender Document. If yes, please specify and also indicate suggested solution (if space is not sufficient, please attach separate sheet.)

**DECLARATION:**

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

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Seal of the Company \_\_\_\_\_

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

**Proforma for Commercial Bid**

1. Name & address of the Organisation :  
(including phone nos., e-mail id)
2. Rates Offered:
  - A **REGISTRATION**
    - i) Cost of Scanning Registration Application Form  
along with supply of DVD with scanned :  
image of application [per form basis]
    - ii) Cost for printing & lamination of Reg. :  
Allocation cum I-cards from database with  
material [per I-card basis].
    - iii) Cost of window-envelopes duly printed as :  
per DOEACC’s requirement for dispatch of I  
Cards [per envelope basis].
    - iv) Taxes if any :

**B EXAMINATION**

- i) Cost of printing Exam Application form :  
(please indicate the rates per set).
- ii) Cost of verification of Data along with :  
supply of DVD containing scanned images of  
application forms [per form basis]
- iii) Cost of printing of attendance sheet with :  
photographs [per candidate basis]
- iv) Printing of Admit Cards [per card basis] :
- v) Printing of Result sheets [per sheet basis] :
- vi) Cost of scanning and providing the data as :  
well as images of DDs [per DD basis]
- vii) Cost of scanning of OMR Answer-Sheets and :  
providing the data [per sheet basis].

O	A	B	C	Taxes, if any

C Any other costs to be levied (Give details) :

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

New Delhi  
Dated \_\_\_\_\_

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Seal of the Organization \_\_\_\_\_

