

CENTRAL BOARD OF SECONDARY EDUCATION

TENDER DOCUMENT FOR PREPARATION OF STUDENT REGISTRATION CARD (SRC)

Issued By:
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Tender Notice No. CBSE/ROD/SRC/2011/EXAM-13/

Dated – 15.12.2011

TENDER NOTICE

Central Board of secondary Education (CBSE) proposes to undertake issuance of Plastic student registration cards across the country by appointing appropriate agency/agencies who possess the necessary infrastructure and can undertake management of processes in accordance with the Tender document. The successful bidder at the end of the bidding process may be awarded a contract to Print and dispatch of Registration Cards. **Only agencies having office, staff & infrastructure at DELHI/NEW DELHI are eligible to apply.**

Interested parties can download the Tender document from the CBSE website www.cbse.nic.in, which will be available from 15.12.2011 to 28.12.2011(both days inclusive):

REGIONAL OFFICER
CBSE, DELHI

The cost of the draft Bid Document is Rs. 5,000/-(Rupees Five thousand only) which is non-refundable and non-adjustable & the cost of EMD is Rs. 5,00,000/- (Rs. Five Lakhs only) and the same are to be deposited at the time of submission of bid document in shape of demand drafts on any Scheduled Commercial Bank payable at Delhi and shall be drawn in favour of Secretary, CBSE. Both the drafts should be enclosed with the technical bid only. The bid documents must be submitted by Hand Delivery /Regd. Post/Speed Post in sealed cover to the Regional Officer, CBSE, Delhi at the address given above on or before 3:00 P.M on 28.12.2011 & will be opened as per schedule indicated in the instructions to the bidders. The technical bid & financial bid should be sealed in separate covers super scribing Technical & Financial Bid respectively. These two bids should be kept separately in one large envelope super scribing Bids for participation in printing of Plastic student registration cards. The Tender received incomplete or beyond the stipulated period shall not be entertained under any circumstances. All the interested parties are to participate in pre bid meeting as per tentative schedule to be held in **Regional Office** as per the address mentioned below. The authority reserves the right to accept or reject any or all tenders without assigning any reason thereof.

THE PROSPECTIVE BIDDERS ARE REQUESTED TO GO THROUGH THE COMPLETE TENDER DOCUMENT CAREFULLY REGARDING ELIGIBILITY & OTHER TERMS & CONDITIONS BEFORE APPLYING.

REGIONAL OFFICER
CBSE, DELHI

2. Tentative Schedule of Bidding Process

Date	Activity
15.12.2011	Advertisement for tender notice to be issued by CBSE
15.12.2011	Bid document available On www.cbse.nic.in (specified in the advertisement) which can be downloaded by prospective bidders
21.12.2011	Pre-bid meeting at Conference Room, CBSE RO, Patparganj, Delhi-110092 AT 11.00 A.M
28.12.2011	AT 3.00 P.M. Last date & time for technical & financial bid submission by bidders
28.12.2011	Opening of technical bid at 3:30 PM

3 Introduction

The Central Board of Secondary Education (CBSE) is one of the important national public examinations Board for the conduct of Class X & XII examination and other competitive examination. The Board, an autonomous organization under Ministry of Human Resource Development, Government of India has mandate for conduct of public examination at secondary & senior secondary level for its affiliated schools in India and abroad. The main objectives are to serve the educational Institutions more effectively and to be responsive to the educational needs of the students. There are about 12000 schools including 146 schools in twenty one countries outside India affiliated to the Board. These include Kendriya Vidyalayas, Government Schools, Jawahar Navodaya Vidyalaya, Central Tibetan Schools and Private Independent Schools.

The prime focus of the Board is on

- a) Innovation in teaching-learning methodologies by devising student friendly and student centric paradigm;
- b) Reforms in examination and evaluation practices;
- c) Skill learning by job oriented and job skilled inputs and;
- d) Regularly updating the pedagogical skills of the teachers by conducting in-service training program and workshops.

To achieve these interlinked objectives, the Board

- i. Prescribes the condition and conduct of public examinations at the end of Class X & XII and to grant qualifying certificates to successful candidates of the affiliated schools;
- ii. Affiliates institutions for the purpose of public examination and;
- iii. Prescribes as well as update the course of instructions to raise the academic standards in the country.

4. Aims & Objectives of the Project

The Board has decided to automate the semi computerized process of issuing the student registration number from paper based card to a Plastic Card.

The Board intends to select an agency to execute the preparation and delivery of Plastic(PVC or Teslin) Registration Cards with cover to CBSE/ CBSE Regional Offices / Schools as per requirements of the CBSE.

In this regard, Central Board of Secondary Education (hereinafter referred to as CBSE) invites detailed proposals from interested agency (Bidders) in order to select a qualified bidder for implementing the project involving implementation and operation of the various aspects of automation in CBSE, in accordance with the terms and conditions of this document (hereinafter referred to as Request for Proposal Document or the RFP).

The party whose Proposal is accepted by CBSE at the end of the bidding process (the "Successful Bidder") may be awarded the project by CBSE to take up the Project. The Successful Bidder shall be responsible for implementing the Project at its cost, expense and risk in accordance with the terms and conditions laid down in the RFP.

5 Expected Volume

CBSE has 8 Regional Office and approximate total of 2,200,000 numbers of students would be registered under Student Registration Number scheme in Class IX and class XI taken together this year.

The RO wide number of student detail is given below.

S. No.	Regional Office	Approx. Number of Students	
		IX	XI
1	Panchkula	185,000	153,000
2	Delhi	355,000	290,000
3	Ajmer	131,000	100,000
4	Allahabad	221,000	174,000
5	Patna	116,000	68,000
6	Guwahati	56,000	43,000
7	Bhubaneswar	50,000	42,000
8	Chennai	177,000	81,000

The work would be awarded initially for one academic cycle of Student Registration card (Same card would be used for IX and X & XI & XII respectively) which would be extendable upto 2 years on the basis of successful implementation of the project. This work has to be completed within specified period of signing of agreement between CBSE and the successful bidder.

6 SCOPE OF THE WORK:

Scheme of Plastic Student Registration Card:

- CBSE registers all the students studying under its affiliated schools in the Class IX and XI. This registration certificate is valid for 2 years i.e. for class IX & X in case of class IX and Class XI and XII in case of class XII.
- The Student Registration Card (SRC) would be manufactured, personalized and delivered with cover to Students through their schools.
- The schools will further distribute these cards to the students.
- Updation of any demographic information or results information would be done by CBSE & informed to agency for printing.

Following shall be made available by the CBSE:

- Soft copy of Candidates having all details like name, parents name, DOB, subjects, Photographs, Signature, address, school details and any other relevant information in a database, spreadsheet or xml format.
- Soft Copy of Regional office master and School Master having School No. Address Details, no of students
- Details of updations to be done on student records from time to time for issuance of a new card.

SCOPE OF WORK

6.1 Printing of Student Registration Cards (SRC) has to be done by the **selected Vendor** as per the quality specifications, design, colour scheme, specimen and technical specifications indicated from time to time and approved by **CBSE**.

6.2 The SRC card shall be as per the **Technical specifications** furnished below:

The SRC cards shall be constituted through the process of fusion of atleast 4 layers of Vinyl Copolymer Sheets, each of 200 microns thickness.

The standard size of the card under ISO standards is 85 X 54 X 0.76 (mms)
i.e.CR-80 type.

The finished cards are compatible to personalization processes and digital printing/dye sublimation printing.

Cards are printed by using the conventional printing methods such as 'Silk Screen Printing', 'Offset Printing' or any other relevant technology.

The printing on cards should have specialized printing as the ink used and medium of ink thinner used are supportive of 100% bonding on the complete surface of the card during the card manufacturing process.

All cards prepared have to pass the "Torsion Test" for cards.

6.3 Quality of the SRC should be guaranteed for three years after delivery to the Board for:

- (i). Non-peeling of the overlays on use
- (ii). Non-breakage due to the card material becoming brittle
- (iii). Excellent and even printing surface for using printers such as thermal Printers
- (iv). Surface to support personalization methods such as embossing, indent printing etc.
- (v). Non-leakage, non-smudging, non-erasure of the text and Image

6.4 Security features for preventing the forging of the SRC should be implemented within the Student Registration Cards. The different security features to be incorporated are:

- (a). Special Intecrite printing
- (b). Ultra violet printing on the cards

CBSE will provide the data in soft copy in an appropriate format and the Image of photo and signature of the students along with all relevant information relevant to the school. All image files shall be provided in .jpeg format.

Data (both text and image files) exchange between **CBSE** and the **vendor** will have to be done through a dedicated (private) line. The **vendor** will install the software at both the ends at its cost and ensure the communication is established and data is exchanged smoothly. The file naming format and exchange methodology will be finalized separately by mutual consent and the decision of **CBSE** will be final.

6.5 The following variable **fields (*) shall be printed / captured on the SRC** by the vendor.

Front:

- (i). School Serial No.
- (ii). School Name
- (iii). Examination Year
- (iv). Student Name
- (v). Mother's Name
- (vi). Fathers Name
- (vii). Sex, Caste, Handicap, Annual Income etc.
- (viii). Student Registration No.
- (ix). Student Serial No.
- (x). Subjects.

- (xi). Signature of the student
- (xii). Photo of the Student

Back:

- (i) CBSE Logo/CCE Logo
- (ii) CBSE Artwork
- (iii) CBSE mailing address, e-mail and website address.
- (iv) Signature of Student, Principal of school, Controller of Examinations

6.6 The Source file for printing the above data, shall be provided by **CBSE**

6.7 Quality of Printing:

(i). The **vendor** shall import both the text and Signature and Photo from the respective files and print on the SRC without compromising the quality specified in this RFP and or indicated from time to time by **CBSE**. The specification of the printing should be as per the Specimen SRC provided by **CBSE** or as per the final artwork approved by CBSE from time to time.

(ii). The SRC would have Text information pre-printed on the front side of the card as indicated by **CBSE** in the final approved artwork and layout.

6.8 The **vendor** must have a current maximum installed capacity of printing 30000 cards per day and additional capability to complete entire SRC of 22 Lakh candidates within 45 days after handing over data by CBSE.

6.9 The vendor will pack the printed Plastic Student Registration Cards in boxes school wise and insert a packing list in each box as per the directions of CBSE. An equal number of Card jackets of 250 G.S.M. Matt finish with lamination made of **thick paper** to hold SRC Card shall be packed in a separate box to be sent along with the cards. A copy of the Packing lists and proof of dispatch shall be sent to CBSE along with the invoice.

6.10 The printed Student Registration cards shall have to be dispatched to **CBSE** Regional Office, Delhi or CBSE may at its discretion request the delivery to the different CBSE Regional Offices or respective schools. Selected vendor may quote the courier charges through a first class courier or India Post Rates separately for approval of CBSE. CBSE reserves the right to propose another courier / agency which in its determination is more suited or less expensive. The courier charges will not be a determining factor in determining the L1 bidder.

6.11 The **vendor** shall print the Student registration cards based on the data provided by **CBSE** in school wise order.

6.12 The back up of the data should be taken by the **vendor** on daily basis and forwarded to **CBSE** once in week.

6.13 The agency shall have to carry/ demonstrate complete System Test Run (STR) with test data to the CBSE before implementation.

6.14 The vendor must be in a position to demonstrate their installed card printing capacity before the bid award to CBSE.

Terms and Conditions

1. The time schedule is to be followed scrupulously as per guidelines of the CBSE since the work of examination data processing is highly time bound.
2. In case, the agency is not able to execute the job in time or to the entire satisfaction of the CBSE, the Competent Authority of the Board may allot the work to any other agency at any time. The work will be got done from other agency at risk and cost of the existing agency. The differences between the rates agreed to between the Board and the third party, which would undertake such work may be liable to be payable by the defaulting firm along with penalty, if any imposed by the Chairman of the Board.
3. (i) The Chairman of the Board may allot the work to one or more agencies.
(ii) The allotment of work will be for 2012-13 session only in the first instance, which may be extended upto 2 years subject to satisfactory performance to be reviewed every year, on same rates & terms & conditions.
4. The agency to whom the work is allotted will be required to deposit 10% of the total value of work order as a security in the form of a Bank Guarantee. The Bank guarantee will be retained till the completion of whole work order. The EMD shall be refunded without interest after receipt of performance guarantee.
5. The agency shall have to execute an agreement on non-judicial stamp paper of Rs.100/- if considered for allotment of the work.
6. The agency shall be required to undertake full responsibility of the safe custody and to maintain secrecy of documents supplied by the Board. Each document and data given by the Board shall be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the Board. In case of lapse on the part of agency the computing agency will be fully responsible for the consequences.
7. The Chairman, CBSE reserves the right to reject any or all the tenders or to accept rates of any other computing agency whether they are lowest or not, without assigning any reason.

8. The computing agency will arrange for collection of input documents/data from the Board's Regional Office, Delhi and return the same along with the output report at the Board's Regional Office, Delhi.
9. The data stored will be the property of the Board and the agency will have to supply a copy of the updated data file and photographs file on tape as and when required by the Board. Data will not be erased without written permission of the Board.
10. The work including input data preparation and processing will have to be done by the agency at its own centre and in no case will be sub-contracted.
11. Blank Stationery/Pre-Printed stationery for printing of reports will be supplied by the Board.
12. The agency must ensure that the photographs and the details of the candidates are not mismatched and printed as per data given by the Board.
16. The payment will be made after completion of work and satisfactory report from concerning Regional Offices specifying that the material received are in order.
17. Only agencies having office, staff, infrastructure to complete the work at Delhi/New Delhi/NCR need apply.
18. **PENALTY CLAUSE:** any variation in printing of Data/Photo/Signature and other particulars shall be treated as errors and the agency shall be solely responsible. In case of error in data i.e. variation between documents and database. The following penalty shall be applicable.

(1) <u>ERROR RATE</u>	<u>PAYMENT</u>
1. 2%	2% Deduction
2. 4%	4% Deduction
3. 6%	6% Deduction
4. 8%	8% Deduction
5. 10%	No Payment

- (2) In case delay in submission of SRC penalty @ 5% per day on proportionate quantity will be deducted.

NOTES:-

1. The errors other than data errors shall be the responsibility of the computing agency and shall be treated as mistake.
2. The reports will have to be prepared as per instructions and data given by the Board in the format given/approved by the Board after getting clearance in writing from the Board and will have to ensure 100 percent accuracy.
3. The agency will have to supply up to two copies of each report wherever number of copies required is not mentioned.
4. The charges will be paid on the actual number of SRC prepared.

5. The agency will ensure printing quality in all reports-especially of photo on Registration Card. In case printing quality is not up to the mark, the agency will have to reprint the same without any additional charge within 24 hours. All mutative stationery are to be re-printed by the agency without any additional cost.

7 Evaluation Criteria

Bidders submitting their Proposals must fulfill the conditions specified below in order to be a Qualified Bidder:

1. The bidder must be registered under the Indian Companies Act, 1956 or relevant act or rules, engaged in related activities / services for at least last three years and in providing IT enabled “**over the counter**” or backend support services for at least last three years. Company's Articles of Association, Memorandum of Association, and last three years annual reports (with audited financial statements) must be submitted.
2. The bidder should be registered with the Service Tax Department and carry a valid PAN from the Income tax department.
3. The bidder must have minimum sales turnover around 5 crore in last three years. The IT related activities or services, or in the field of providing card enabled sales & services. Sales in other activities or fields will not be accounted for this turnover criterion. (In case the audited annual report does not explicitly mention the percentage of IT services, Statutory Auditor’s certificate to that effect must be submitted by the agency.).
4. The bidder must have its own manufacturing plant situated within the geographical boundaries of Delhi/New Delhi/NCR. The card manufacturing facility should have been in operation for at least 3 year with reference to the tender issue date.
5. The bidder / all members of a consortium must possess quality certification ISO 9001:2008 or relevant leagally teneble certification in card manufacturing and printing. A self attested copy of the certificate should be attached with the bid.
6. The bidder must provide reference of two government/public Ltd. clients with issuance of minimum of 10 lakh or above Plastic Card based ID documents in atleast one/two projects in India in last 3 years (job completion or project implemented & operations certificates / citation is mandatory to be issued by client) that have availed from the agency / company IT or Card related work and services. In case of on-going projects, the total value of work order already issued before the date of this tender may be considered.

8 Brief description of the Bidding process

Based on the submissions made in the Proposal and any other submissions requested by CBSE and in line with the terms and conditions of this RFP (request for proposal), CBSE may select one of the Bidders as the Successful Bidder. The Successful Bidder would have to enter into an Agreement and all other documents attendant or ancillary thereto and carry out its responsibilities as stipulated therein.

Before the deadline for submission of Proposal, CBSE may modify the RFP by issuing an addendum. Any addendum thus issued shall be part of the RFP and shall be uploaded on CBSE

website. To give prospective Bidders reasonable time in which to take addendum into account in preparing their Proposals, CBSE may, at its sole discretion, extend the Proposal Due Date.

The Proposal and related documents and correspondence shall be in the English language. Supporting documents and printed literature furnished by Bidder along with the Proposal may be in any other language provided that they are accompanied by translations in the English language.

Proposals would need to be accompanied by an EMD for an amount of Rs 5,00,000/- (Rupees five Lakh only). The EMD shall be kept valid through the Proposal Validity Period including any extensions in the Proposal Validity Period.

The Performance Security shall be in the form of an irrevocable Bank guarantee issued by a scheduled commercial Bank in favour of Central Board of Secondary Education. The EMD of the Bidders whose Pre-Qualification Proposal or Technical Proposal gets rejected will be returned within a period of four weeks from the date of finalization of the qualified bidder.

To clarify and discuss issues with respect to the Project and the RFP, CBSE shall hold Pre-Bid Meeting on the date specified in the Schedule of Bidding Process. Attendance of Bidders at the Pre-Bid Meeting is not mandatory. However, subsequent to the meeting, CBSE may not respond to any queries from Bidders.

All correspondence/ enquiry in this regard should be submitted to the following in writing by fax/ post/ courier:

Regional Officer,
Central Board of Secondary Education
PS-1-2, Institutional Area, Patparganj
Delhi - 110092

Phone No. 011-22248885, 22248882

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E. mail ID:- rodelhi.cbse@nic.in

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9 Proposal Evaluation Process

Stage I Evaluation of Technical Proposal

Detailed technical evaluation shall be carried out by the Evaluation Committee as per the conditions mentioned in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation. Proposal submitted by such Bidders who are not found to be technically qualified as per the pre qualification criteria or whose Proposals are not found to be Substantially Responsive will be rejected. Such Bidders shall be intimated, in writing by CBSE about the rejection of their Technical Proposal and the Price Proposals submitted by them will be returned to

them, unopened. The EMD submitted by such Bidders will be returned to them. Successful bidders will be informed to participate in the opening of financial bids.

Stage II Evaluation of Price Proposals

The Commercial bid of those bidders, who qualify in the technical evaluation, will only be opened. All other Commercial bids will not be opened. The Commercial bids of the technically qualified bidders will only be evaluated on the basis of L1 rates.

CBSE will promptly notify the successful bidder by registered letter (the letter of Acceptance or LOA) that its proposal has been accepted with in a considerable period of time.

CBSE reserves the right to summarily accept or reject any or all of the proposals without assigning any reason and to take any measure as it may deem fit, including annulment of the bidding process, at any time prior to execution of the concession agreement, without liability or any obligation for such acceptance, rejection or annulment.

CBSE reserves the right to ask any or all of the bidders to furnish further information required by it during the bidding process. Any such requests for further or additional information may or may not be accompanied by any extension or change in the bidding schedule.

Appendix I Details of Bidder

Following details shall be given in respect of the bidding company:

1. General
 - i. Name
 - ii. Address of the corporate headquarters and its branch office(s), if any, in India.
 - iii. Address of its manufacturing concern in NCR/Delhi/New Delhi.
 - iv. Date of incorporation and / or commencement of business.
2. Brief description, including details of main lines of business
3. Details of individual or individuals who will serve as the point of contact / communication for CBSE within the Company, with following information:
 - i. Name
 - ii. Designation
 - iii. Company
 - iv. Address
 - v. Telephone Number
 - vi. E-mail address
 - vii. Fax Number
4. Name, Designation, Address, Phone Numbers and Fax Number of Authorized signatory of the Bidder:

Information submitted under this paragraph above shall be certified by the statutory auditors of the company.

- List of documents to be enclosed with Appendix IV:
- Certified true copies of Memorandum of Association (MoA) and Articles of Association (AoA) of the Company;
- Audited Financial Statements of the Company for the last three (3) Financial Years.
-

Name: _____

Signature: _____

(Authorized Signatory of the Bidder)

Instruction: The corporate headquarters and the manufacturing unit must be situated within Delhi & NCR.

Appendix II Details of Past Experience of Bidder

A brief description of the projects (separately for each project in case the bidder has experience in more than one project) in which the Bidder has issued the smart cards, including inter-alia: -

1. Details of the Client/Agency on whose behalf/for whom the cards were issued:
 - Name
 - Address of the corporate headquarters and its branch office(s), if any, in India
 - Nature of Business
 - Name, title and contact details of the client's person who can be contacted for any related information

2. Information relating to the specific project
 - i. Title of the project and detailed scope thereof
 - ii. Start Date
 - iii. Completion date (expected completion in case project is not completed)

3. Information relating to bidder's/sponsored entity's role in the project,
 - Scope of work/service (as per the contractual arrangement between the client and the bidder) for the bidder
 - Location where the services were/are being provided by the bidder
 - Whether the project was undertaken in a consortium/joint venture arrangement, if yes, then name, contact address and scope of work for each of such consortium members of joint venture partners
 - Whether any associate firm was also employed, if yes, then name, contact address and scope of work for each of such associate member
 - Size of the project: No. Of locations covered, Project value in INR

4. Qualification Experience

No. of cards issued				
Bidder	:	Year 1	Year 2	Year 3
		Year ---	Year ----	Year ----
Name	of	the	:	
bidder				

The information submitted under this paragraph shall be evidenced by a certificate from the client(s).

The information submitted under this paragraph shall be duly certified by a Chartered Accountant or a Certified Public Accountant

Name: _____

Signature: _____

(Authorized Signatory of the Bidder)

Instruction:

- Details of only Eligible Experience to be provided.
- Annual figures may be provided for the last three completed years of operation only. Year 1 refers to the latest completed financial year; Year 2 refers to the financial year before Year 1, and Year 3 refers to the financial before Year 2.

Appendix -III Price Proposal

	Rate per card
1. Personalization of Student Registration Card with cover / Duplicate card with cover, (as on approx. 12000 schools are affiliated to the Board), Courier / India Post charges, all taxes and levies etc. Delivery will be FOR Regional Offices of the Board	

The rate quoted above shall remain firm throughout the period of agreement.

The agency will also be liable to supply duplicate Registration Card(S) on the same rates as per the requirement of the Board during the period of agreement.

Dated this _____ Day of _____ 2011.

Name of the Bidder : -----

Stamp of the Bidder : -----

Signature of Authorized Person : -----

Name of the Authorized Person : -----

Designation of Authorized Person with Ph. : -----