



PROHIBITION & EXCISE DEPARTMENT GOVERNMENT OF TELANGANA

Identification of Agency *for* Printing and Supply *of* HIGH SECURITY HOLOGRAPHIC EXCISE ADHESIVE LABEL (HEAL)

November 2022

By

**Telangana State Technology Services (TSTS)
HACA Bhavan, Hyderabad**

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1. Invitation for Competitive Bidding

1.1. TSTS on behalf of the Director – Prohibition and Excise Dept is inviting the Open Competitive Bids for identification of experienced Agency to undertake Printing & Supply of High Security Holographic Excise Adhesive Label(HEAL) with 2D Barcode & QR Code.

1.2. Time Schedule of various tender related events

Bid calling date	21.11.2022
Pre-bid conference (Date, Time & Place)	25.11.2022@ 11:30 AM in Conference hall, O/o Director –P&E, Govt of Telangana, Hyd.
Last date/time for receipt of queries from bidders	26.11.2022@ 05:00 PM
Bid Closing date and time	09.12.2022@ 03:00 PM on eProcurement portal
Pre-qualification bid opening date	09.12.2022@ 03:30 PM
Bid Document Fee	Rs.25,000/-
Contact Email	mngdirector-tsts@telangana.gov.in, commissioner.pe@gmail.com; rpushpa-tsts@telangana.gov.in,
Reference No.	TSTS/CS/P&E- HEAL/2020

1.3. The companies who are interested in participating in the bids may please ask the contact person for details or visit <http://www.tsts.telangana.gov.in>, <https://tender.telangana.gov.in>

1.4. A complete set of bidding document prepared by TSTS may be obtained by interested bidders on the submission of a written application addressed to *“The Managing Director, Telangana State Technology Services Ltd, HACA Bhavan, Hyderabad”* by paying a non-refundable amount indicated above in section 1.2. The payment can be made in the form of Demand Draft drawn in favor of *“The Managing Director, Telangana State Technology Services Ltd., payable at Hyderabad (India)”*.

2. Qualification Criteria

TSTS invites interested & eligible bidders meeting the following Pre- qualification criteria (PQ) and desirous of bidding for the project:

#	Pre-Qualification Criteria Description	Supporting Documents to be submitted
1A	<p><u>Legal Entity</u></p> <p>Bidder must have registered under Indian Companies Act, 1956/ 2013(or) a Registered Firm under relevant act and also Registered with the GST and should have been operating for the last 5 years in India as on bid calling date.</p> <p>Bidder should be a Licensed Manufacturer and No Traders or Agents of Manufacturer are allowed.</p>	<p>i. RoC and Name change certificate (if any)</p> <p>ii. Copy of GST Registration Certificate.</p> <p>iii. Copy of PAN Card</p>
1B	<p>The bidder must be a member of International Hologram Manufactures Association (OR) Hologram Manufacturers Association of India.</p>	<p>Copy of the certificate of International Hologram Manufactures Association (OR) Hologram Manufacturers Association of India to be submitted.</p>
2A	<p><u>Financial Turnover:</u></p> <p>Bidder should have minimum annual turnover of Rs.5.00 crores in each of the last (03) Financial years ending with 31.03.2022 from printing & supply of high security holographic labels with high security features.</p>	<p>Bidder should submit the following:</p> <p>i. Certificate from the statutory auditor of the Bidder on IT / IT Enabled Services turnover for the last 3 audited financial years</p> <p>ii. Audited balance sheets</p>
2B	<p><u>Networth:</u></p> <p>Bidder should have minimum net worth of Rs.10.crores on 31.03.2022</p>	<p>Certificate from the statutory auditor of the Bidder</p>
3A	<p><u>Past Project Experience:</u></p> <p>The bidder should have 3 years work experience in supplying of high security holographic labels with 2D barcode/QR code. One single work order of not less than Rs.5.00 crore per annum from a Central or State Government Dept/PSU/MNCs during the last 3 years ending with 31.03.2022.</p>	<p>Should submit the Work order, Satisfactory Certificate / Work completion certificates from client dept.</p> <p>The Order/certificate from client should clearly specify the details/scope of work undertaken by bidder & should be duly signed by the Competent Authority with Name, Designation and Contact number.</p>
4	<p><u>Manufacturing Facility:</u></p>	<p>Proof i.e. Industrial Registration Number & details of Manufacturing facility to be</p>

	<p>The bidder should have licensed manufacturing facility to produce the High Security Holograms with features viz., Art Work Creation, Master Origination, Glass Negative Preparation, Developing of Glass Master, Nickeling Process & Metal Master Preparation, Embossing, Lamination, Die Cutting, Coating and Machineries to produce all the features mentioned in the RFP.</p>	<p>submitted.</p> <p>The bidder should submit Master Origination Facility details.</p> <p>The bidder must submit recent photograph of all the machineries showing their functioning alongwith the required proof to show that the photographs are taken around the date of applying for the bid which should be verifiable at the time of inspection (if any) undertaken by the Evaluation Committee.</p>
5	<p><u>Printing Capacity:</u></p> <p>The Bidder should have required infrastructure to print min of 60 lakhs Holograms per day.</p>	<p>An undertaking on bidders letterhead with details of infrastructure available (equipment, make & model, quantity) viz- multi-colour web offset, Intaglio printing machines, hologram and computerized variable data printing machine for printing of holograms duly signed by authorized Director of the Company to be submitted in the bid.</p>
6	<p><u>Certifications:</u></p> <p>The bidder should have following valid Certifications as on bid calling date:</p> <ul style="list-style-type: none"> • ISO 9001 & • HSSMS (Hologram Safety and Security Management System) certificate 	<p>Copy of the Valid certificate to be submitted along with bid.</p>
7	<p><u>Non-Blacklisting /Clean Track Record Declaration:</u></p> <p>Bidder shall not be black listed and should also not be entangled in any legal disputes with any Govt./PSU body, Ministry or Agency for Non Satisfactory work, Forfeiture of PBG or any other unethical business practices, as on date of bid submission.</p>	<p>Self Declaration Certificate that the bidder is not black listed and is not in any legal disputes as on the bid calling date to be submitted in the bid duly signed by the authorized signatory on its letter head.</p>

Submission of Sample Holograms:

1. A sample of minimum of 2 (Two) spool of Polyester Security Hologram Labels in rollform each containing a minimum of 5,000 Polyester Security hologram Excise labels with the prescribed specification as mentioned in RFP should be enclosed along with the bid for assessing the capability of bidder.
2. The art work of these samples having all the features as per the tender conditions shall be submitted along with the tender.
3. TSTS will arrange for testing of the samples submitted by the bidders through a Govt. Certified 3rd Party and cost towards the same shall be borne by the bidder.
4. Non-submission of sample hologram rolls as per specifications (or) hologram samples submitted does not meet the specifications of RFP shall be technically rejected.

Important Note:

1. Local Presence-The bidder may have local office in Hyderabad-Telangana. In case not having local office, should submit an undertaking to open a local office within 15 days from the issue of Lol.
2. **Consortium bidding is not permitted.**
3. The bidder should not currently posses/earlier had possessed/acquire liquor manufacturing license or liquor distribution license in any States of India.
4. Inspection of the manufacturing facility of the bidder may be carried out by Committee members during the bid evaluation. The bidder should facilitate the same. The team shall verify and satisfy themselves regarding the availability of required machineries/space etc. at their premises to print the security aspects/excise labels as per the terms and conditions stated in the tender document. Furnishing of false information would disqualify the bidder.
5. Representations received from the bidders within 3 days from the date of opening of bids on the issues related to Pre-qualification bids evaluation and within '1' day from the date of opening of commercial bids on the issues related to the commercial bid evaluation will only be accepted. Representations received beyond this period will not be considered and strictly rejected.
6. The bidder should upload all the required documents with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, TSTS reserves it's right in seeking clarification from the bidder and may disqualify the bidder for the bidding mistakes, missing documents and for the documents that are not clear.
7. Relevant supporting documents (ink signed) should be furnished without fail otherwise the bid is liable to be treated as "non responsive".

8. **Power of Attorney** in the name of the person signing the Bid and Tender documents.

Power of Attorney (PoA) by Authorized Signatory of bidder authorizing a staff of Bidder to sign and submit the Bid & Tender documents and execute the Contract Agreement (if selected as a successful bidder) on behalf of the Bidder. A copy of the same must be attached in bid.

9. The Bidder shall have sufficient technical expertise, relevant experience and requisite infrastructure to execute the project.

10. The Bidder shall include among other things, objectives of the Bidder and all aspects of planning and successful execution of the work and commitment to liability for due performance.

11. Application Fee, Earnest Money Deposit, Security Deposit, Performance Guarantee, Bank Guarantee etc. shall be submitted by the bidder.

Deviation from this shall be treated as termination of contract and shall attract the liability as specified in the Tender.

3. INTRODUCTION

3.1. Introduction

The Excise Department is a major revenue collecting establishment for the Government of Telangana. The Director, Prohibition and Excise Department (P & E Dept.), Government of Telangana have computerized critical operations and functions including supply chain operations (procurement, warehousing, wholesale operations), retail operations, e-payment, invoicing and other support functions by implemented **“HEDONIC PATH FINDER SYSTEM”(HPFS)** for effective monitoring of “Sale of Liquors” with “High Security Polyester Holograms” along with 2D Barcode/1D Linear Barcode being affixed on the “Liquor Bottles”.

Please note the term liquor includes – Liquor, Beer, RTD, Wine, FL etc and the same may be considered across the tender.

TSTS on behalf of the Excise Dept invites the eligible parties (hereafter referred as “Bidder”) to print & supply High Security **Holographic Excise Adhesive Labels** (HEAL) as specified in the RFP using the existing factory machinery /setup available.

3.2. Vision:

The Excise Department of Govt of Telangana has a vision to use HEAL to bring transparency and authenticity in various stages of their processes viz., possession, production, manufacture, selling, buying, and transport of liquor market by regulation. The department has Supply Chain Traceability as an integral component to capture and share production, process and product data with its stakeholders.

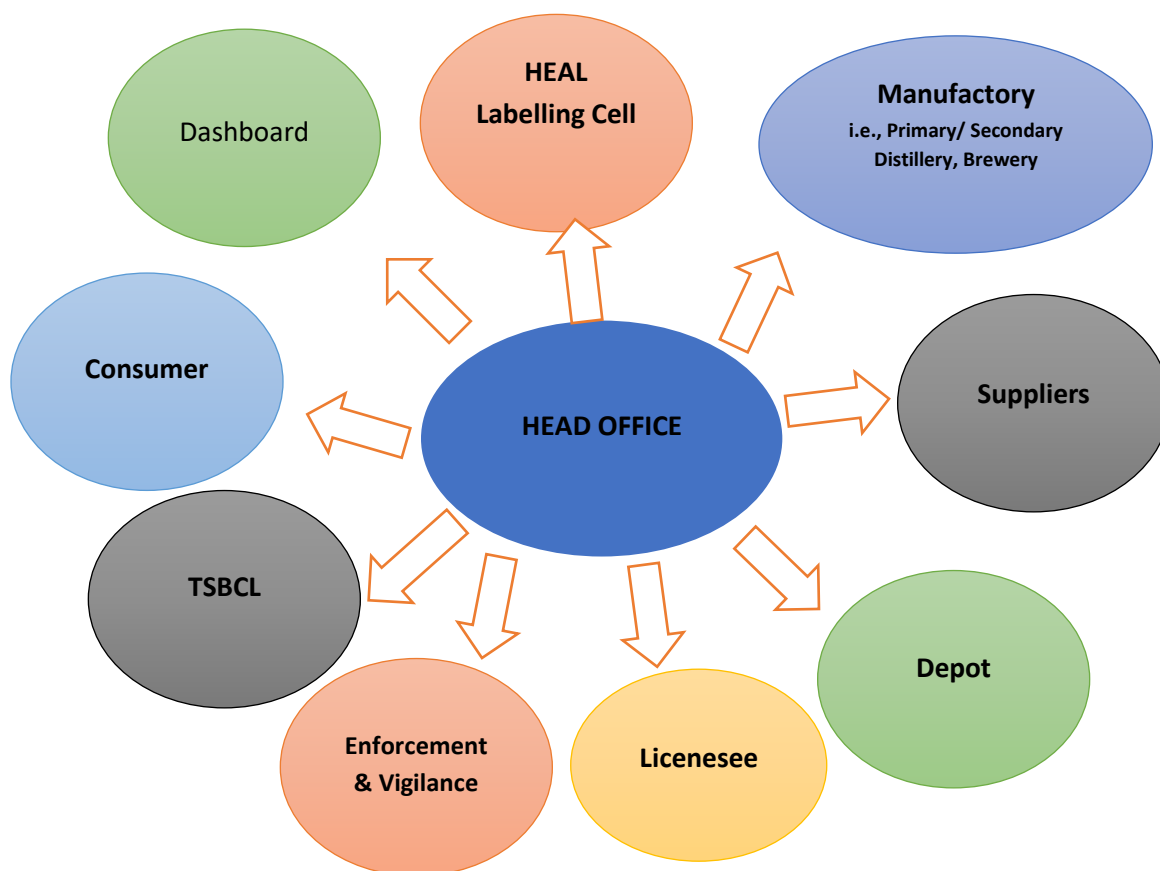
3.3. Objectives

- Automation of Supply Chain & Tracking with Centralized system with real-time availability of data tracked through Hologram
- Improving Transparency in sales & stock management
- Prevent distribution & sale of spurious liquor through unauthorized sources
- Traceability of every bottle/ case from Supplier loading point to Retail Vending Shop

3.4. Stake Holders:

The key stakeholders of the project to name a few are:

- Retail Bidders/Bars i.e. A4 shops, 2B bars, C1 etc.
- Suppliers/Distilleries i.e., supplying (including ethanol), liquor, beer, FL etc.
- Applicants for various services/ licenses/permits from the Dept
- Consumer
- Hologram Manufacturer



The Excise Department operates at the following levels:

- a) District Offices: 34*
- b) Divisional Offices : 10*
- c) Excise Stations: 153*
- d) Enforcement wing
- e) Depots : 19*
- f) Head Office in Hyderabad.

*subject to change as per order of competent authority

There are about 26 (Local) & 30 (Non-Local) Liquor Manufacturers.*

There are about 2620 Liquor shops and 1189 Bars and other Miscellaneous Outlets such as Clubs etc., in the state*.

The Excise Department functions are monitored by '2' bodies- Commissioner- Prohibition & Excise (P & E) Department which devices Policy Guidelines & modalities for manufacturing of liquor, intoxicants, narcotics etc. (for medical purpose) and sale in Telangana State. TSBCL manages & controls the wholesale trade of Indian Made Foreign by setting up of depots and monitoring the functions of depots and movement of Stock etc.

*subject to change as per order of competent authority.

The brief functions of Prohibition & Excise Department and TSBCL are:

3.5. Functions of Prohibition & Excise Department:

- Granting and regulating licenses for the manufacture, wholesale and retail sale of liquor & spirits used for the manufacture of liquor.
- Regulating the movement of liquor and spirits used for manufacture of liquor, into, throughout and from the state, through the grant and administration of relevant import, export and transport passes.
- Carrying out enforcement activities against illegal manufacture of liquor, and against distribution and sale of such illegally manufactured liquor, and liquor on which the requisite state excise duties and / or fees have not been paid under the law.
- Prevention of illicit trafficking in Narcotic Drugs and Psychotropic substances under N.D.P.S. Act, 1998.
- Levying and collection of duties of Excise and countervailing duties on alcoholic liquors for human consumption.
- Collection of other Excise revenues like license fee, export fee, import fee, fines etc.
- Establishment of Toddy Tappers shops through TCS/TFT & their regulation.
- Deal with liquor and see savings in cost of transfer of funds, reduction of floats, better stock management, improving revenues by reducing the time spent in chasing paper.
- To regulate manufacture, import and supply of liquor, intoxicants and narcotics (for medicinal purposes), the statutory powers for which are discharged under Excise and other acts.

3.6. Functions of Telangana State Beverages Corporation Limited:

- Manage the wholesale trade of Indian Made Foreign Liquor.
- Control the Indian Made Foreign Liquors Depots located throughout the State, and more.
- Maintain Sales Register, Stock Register, Brand wise Register, Daily Status Report, Weekly Status Report, Daily Sales and Cash Register.
- Generate weekly report by Vend wise, Brand wise, Opening Balance(Quarts, Pints, Nips), Material Issued, Total, Closing Balance, Sales, Selling Price, Value.
- Generate consolidated weekly status report
- Generate consolidated Report to be sent to Excise Dept.

4. EXISTING SYSTEM

The scope of the existing agency includes:

- A.** Manufacturing, Printing /Numbering & Supply of “High Security Polyester Holograms” with 2D Barcode/ID Linear Barcode along with Design, Develop, Test, Deploy, Operate and Maintain Track & Trace System for Liquor Sales in the State of Telangana along with Integration of 2D Barcode/1D Linear Barcode enabled Track and Trace System with legacy system of Prohibition & Excise Department of Telangana. This is done through dedicated machinery set up by the agency at departmental premises at Hyderabad.

Present Setup for Manufacture of HOLOGRAMS

A Production Facility is set-up at Excise Academy Bandlaguda, Hyderabad GoTS for the Production of Hologram & Printing and with in-house Storage & Warehousing Facilities. As part of existing project, the Bidder has constructed, installed necessary machinery to print Holograms. This facility is under the control of Excise Dept, Govt of Telangana. The IT Hardware supplied are- Client PC (01 no), Router (01 no) and Network Connectivity.

The HPFS Application Software generates the Start and End number supplier wise/Depot wise to be printed on the Holograms by the Hologram Manufacturer which upon completion of printing generates a delivery challan and syncs the completed data to the Central Server.

4.1. 2D/1D Linear Barcode:

A. Barcode Usage:

- ✓ The **2D alphanumeric Barcode** of size 4mm x 4mm (W x L) are printed on the “High Security Hologram” and pasted on the Bottle.
- ✓ Each bottle is having a Unique Number (for ex: 100000000000008, 100000000000009, 100000000000010....)
- ✓ The Barcode on the label contains details such as Item Code, Batch No. ML, Date, Company, Qty, Price etc.
- ✓ Each and every Case should be 2D Barcode / 1D Linear Barcode Tagged.
- ✓ Each 2D Barcode / 1D Linear Barcode Case Tag is programmed with information containing details about contents of the Case – like number of bottles along with individual bottle unique numbers, batch number, brand name, size, distillery name, lot / line number etc.

- ✓ This 2D Barcode / 1D Linear Barcode Tagged Case can be tracked and traced across the Supply Chain wherever the location is 2D Barcode / 1D Linear Barcode enabled.
- ✓ Incoming consignments (into the depots) from distilleries are 2D Barcode / 1D Linear Barcode – Tagged. Minimum basic information only will be encoded on the 2D Barcode / 1D Linear Barcode Tags for normal items.
- ✓ In Case of batched / serialized items, the 2D Barcode / 1D Linear Barcode Tag will also have the batch / serial number and life of the item.
- ✓ The **1D Linear Barcode** is generated by the Distiller and printed by following GS128 Barcode symbology for affixing on each case / cartoon.
- ✓ The 1D is Barcode contains information as name of distillery, product name, bottle size and numbers, batch number, lot number, manufacturing date and the details of the Unique serial numbers of all the bottles inside the carton.
- ✓ During the bottling of Liquor, an Auto applicator will apply the High Security Holograms containing pre-printed 2D Barcode / on the Bottle. The 2D Barcode is affixed on the cap and the eye readable numbers go on the side and affix to the neck of the bottle.
- ✓ At the end the applicator line, the bottles are picked up and placed inside a carton.
- ✓ The bottles and the carton passes through 2D Barcode scanner installed for the purpose and the data on the 2D Barcode on the bottles is being captured by the system.
- ✓ The system is connected to a 1D Linear Barcode printer which generates a 1D Linear Barcode containing such information like name of distillery, product name bottle size and numbers, batch number, lot number and the details of the Unique serial numbers of all the bottles inside the carton.
- ✓ The 1D Linear Barcode generated by the barcode printer is manually affixed or printed on line to the carton.
- ✓ All the processes are carried out through HPFS application software which manages and control all the desired information and printing process.



2D Barcode Figure

The Content/information embedded in 2D Barcode is:

The Information embedded in 2D barcode is 17 Digit Hologram Number

Ex : 10012211000000001

The details of the 17 Digit Hologram number is as follows -

- 1) 1011 (First 4 digits is Supplier code)
- 2) 2211 (The next 4 digits denotes Month and Year)
- 3) 000000001 (Next 9 digits denotes Serial Number)

Maintenance of existing Setup for Manufacture of HOLOGRAMS

The Department intends to use the existing production facility with in-house Storage & Warehousing Facilities and the identified bidder should undertake Hologram printing from the existing infrastructure available at Bandlaguda. The list of machinery available in the existing infrastructure is shown at Annexure-1.

This facility will be under the control of Excise Dept, Govt of Telangana.

The identified bidder should maintain the existing machinery & undertake maintenance of the same. The bidders can undertake inspection of the facility to understand the setup & for further details. During the project period, identified bidder is responsible for maintenance to the existing machinery that includes replacement of spares etc.

The price quote for each Hologram should include the above cost of maintenance of the existing machinery.

The manpower required for running the production facility is also part of scope of the bidder.

5. Scope of Work& Specifications of HEAL

5.1. Scope of Work:

- ✓ The identified Agency should undertake printing & supply of Polyester based High Security Holographic Excise Adhesive Label(HEAL) as per the specifications/features mentioned in the RFP to Prohibition & Excise Dept, Govt. of Telangana.

The identified agency should utilise the existing machinery/under take upgradation / set up new machinery required for manufacture of hologram at departmental premises at Hyderabad. The machinery should be capable of printing the volumes of HEALs mentioned in the tender along with projected annual growth rate.

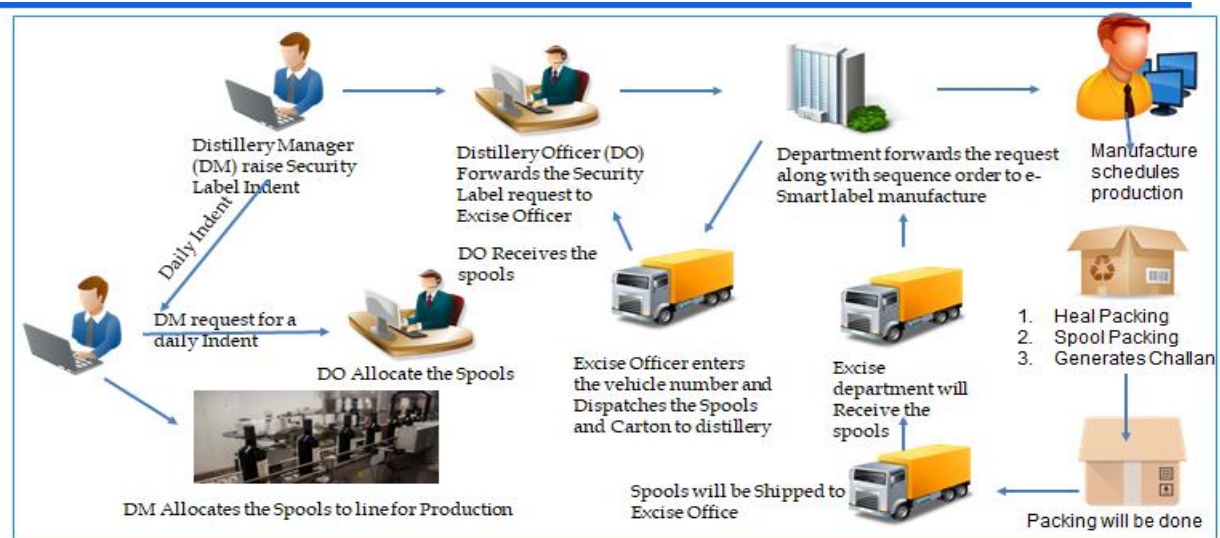
- ✓ The identified bidder should set up dedicated Workstation with Internet/Leased line to receive the Indent Online along with the 17 digit unique number start and end number.
- ✓ The P&E Department intends to introduce 'QR Code' on Hologram in addition to Barcode to be printed on HEAL (Holographic Excise Adhesive Label) so that the capability of reading QR code with any smart mobile is feasible leading to lesser bar code readers procurement.
- ✓ The identified Bidder should have provision to print the QR Code on the Hologram as & when required by the P&E Dept.

Quantity of HEALS Required : Per month- 17 crore (approx.) +/- 10%<< Including Beer bottles>>

5.2. Process & Data Flow for Printing & Supply of HEAL:

- ✓ Indent for Hologram is received from Distillery Manager to the Label/HEAL section at HQ.
- ✓ The section generates 17 digit unique number start and end number for the indent and forward the order to HEAL (Holographic Excise Adhesive Label) Manufacturing Company. HEAL manufacturing company will process the order, manufacture, print the barcode on the HEAL. The 17 digit comprises – 4 Digit Supplier Code, 4 Digit MMY, 9 Digit Unique Number.
- ✓ Supply will be in the form of Spool and Cartons.
- ✓ Each spool consists of 20K HEAL and one carton contains 100000 Heals or 5 such spools. Each Spool is having a 1D Linear Barcode on top which gives Start and End number of the HEAL Barcode printed in that Spool. Master Carton Barcode is printed on the outer carton box which gives detail of the spool and HEALS inside the box.

- ✓ Once the Holograms with 2D Barcode are manufactured, the same will be dispatched to the distilleries as per the orders received from the distillery and the main server starts maintaining the information of each and every Hologram with number system along with the distillery dispatch details in the application software.



- ✓ **Supply of HEALs to Distilleries by the HEAL supplier:** On receipt of indent from the suppliers certain quantity of Hologram/HEAL are supplied to the concerned manufacturing unit with the following information fed on the server.
 - (a) Name of the distillery
 - (b) From and To number of the Hologram with 2D Barcode.
 - (c) Packing Size
 - (d) Date and time of dispatch
- ✓ The dispatched Holograms/HEAL are kept under the supervision of Distillery Offer in the manufacturing units.
- ✓ At the time of unloading the individual cartons, the 1D Linear Barcode on the cartons will be scanned and all data including the individual Hologram numbers are uploaded into the system. The Hologram stock position is updated in the application software.
- ✓ Till this stage, the application software is in a position to give the details of Individual Hologram data to the Dept. The Director Office / TSBCL / Other Departments can track easily the movement of Holograms right from its manufacturing till the dispatch.

5.3. Production Facility:

1. The production facility is already established in the premises of Excise Academy, Telangana.
2. The successful bidder shall take over the existing printing infrastructure & maintain/upgrade/replace (as per requirement) with the objective of producing & printing the required number of holograms without
3. out-sourcing or subletting any part of the production or printing process.
4. The successful bidder shall utilise the existing inhouse storage warehousing facilities in the same premises. In case there is requirement to expand the warehouse storage facility the successful bidder shall take up the expansion at their own cost.
5. The production facility must have CCTV Cameras set up and access control systems to ensure high security environment with 100% guarantee of confidentiality & secrecy.
6. The live feed from the CCTV shall be provided to excise officers as may be required by the department.
7. Arrangements should be made to preserve the footage of CCTV cameras for a length of time as may be fixed by the department.
8. The production & warehouse will be under the control of Prohibition & Excise department.

5.4. SAFE CUSTODY OF MASTER DESIGN:

The successful bidder should ensure, to the entire satisfaction of the Excise Dept, Telangana that the "MASTER" shall be kept in safe custody and is not tampered with, lost or damaged.

In case the "MASTER" of the Hologram is lost or damaged or tampered, the Security Deposits shall be forfeited besides recovering the cost of the Master by the Department. The Master shall be the property of the P&E Department, Govt. of Telangana and hence the successful bidder shall return the original after completion of the Order. The Dept can also ask the successful bidder to keep the Master with him in safe custody by signing a Custodian Bond for the Master.

5.5. SPECIFICATIONS FOR HIGH SECURITY HEAL WITH 2D BARCODE:

A. MASTER ORIGATION FEATURES:

MASTER TYPE FOR HIGH SECURITY HOLOGRAM WITH 2D BARCODE

High Security Combination Master made on a Secure System capable of Generating High Security Masters recombined with

- (a) Dot-Matrix Holographic Structures and 6000 DPI or more Graphical Resolution and
- (b) Classical / Conventional 2D/3D holographic origination, which shall provide –

1. Multilevel Animation Effect

2. 3D Model
3. Diffractive Animated Guilloché Pattern
4. Concealed Animated Image
5. 2D/3D Depth Effect
6. Pearl Effect with Channel Effect inside the Pearl
7. Embossed Effect
8. Four Channel Effect
9. Gradient Effect
10. WHITE ACHROMATIC AND FRESNEL ELEMENTS (with 3D effect)
11. DIFFRACTIVE BLACK
12. HOLOGRAPHIC 3D MIRROR (simultaneous creation of real and virtual light source image in 3D with opposite direction animation, projection and depth image should be same)
13. MOTION RASTER TEXT (movement of the text from top to bottom)

B. NON-MASTER ORIENTATION FEATURES:

i. NUMBERING, EDGES & BARCODE:

1. Numbering (Alpha Numeric Sequential Numbering)
 - A. Laser numbering (OR)
 - B. Inkjet numbering
2. Serrated edges all round
3. 4x4 mm 2D Barcode as specified at Other Specifications (D)
4. Chemical etching

ii. CODING:

1. Local
2. Import
3. Export

C. 2D Barcode:

Will contain the desired information as in S.No.1 of the Non Master Origination features along with S.No., Batch Code etc., Upto 40 Characters. Size of 2D Barcode is 4mm x 4 mm.

D. OTHER SPECIFICATION OF THE HOLOGRAM:

1	SIZE OF HOLOGRAM	15 mm (width) x 80 mm (length) (rectangular with round corner and serrated edges) - which can be applied both automatically and manually.
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2	TYPE	Should have multi colour with its tampering features, visible text, colour changing of tamper evident and all master origination features. The holograms should be manufactured on polyester film suitable for automatic applications over the neck and cap of the Liquor Sales. The hologram should be as per the design approved and finalized by the P & E Department, GoTS, including non-holographic features.
3	COLOUR	Different coloured Holograms for Local, Import & Export.
4	VISIBLE TEXT	Visible text in different colour printed reverse side of top layer of film should be clear and readable by naked eye. The colour will be decided by the P & E Department, GoTS, from time to time
5	TAMPER EVIDENT	Tamper evident on removal / hamper of polyester film layer shall remain on the surface of the both where hologram is affixed. Hologram foil with complete taggant coating should be tamper evident-stamping foil- type which is self destructive, if any, attempt is made to remove the Hologram. The registered printing should go away with Pet foil & holographic image & features should transfer on bottle partially.
6	DEMETALIZATION	Hologram may include De-metalized feature to accommodate the 2D Barcode capable of being read by Hand Held / Top Reading Scanners / Mobile Phone Camera.
7	Taggant Effect	The hologram should be with complete taggant effect (Other than Mirror & hidden text Portion), where by using a special reader will indicate the genuineness of the hologram by blinking of light. It should enable to prove the authenticity of the liquor by a simple field test when conducted with an immediate yes/no result (Green or Red Light). The Taggant verification should also work, if the Polyester layer of the Hologram is peeled off or tampered with i.e. on the metalized part which remains after the polyester is peeled off. The number of instruments which will be part of this tender shall be decided by The department.
8	Code on Master	Specialized code by white colour marking for different types of liquor

E. SPECIFICATION OF MAJOR RAW MATERIALS

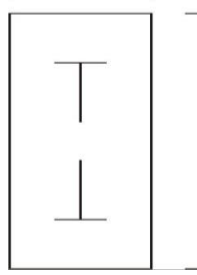
POLYESTER FILM FOR HIGH SECURITY HOLOGRAM		
1	TYPE	Ultra Clear EMCL Grade Tamper Evident Polyester film
2	THICKNESS OF POLYESTER FILM	36 microns +/- 5%
3	PRINTING, COATING, METALISING	Minimum 1.00 micron +/- 10% optical density
4	POLYESTER GRADE	Food Grade

5	Haze Factor	Less than 1.2 %
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ADHESIVE

1	TYPE	Hot Melt Adhesive suitable for affixation partly on bottle cap and partly on the neck of the glass bottle which shall withstand atleast 70°C temperature.
2	THICKNESS	22 gsm +/- 10%
3	GRADE	Food Grade

RELEASE PAPER& DIE CUTTING

1	THICKNESS	62 gsm and above (+ 5% Max.)
2	COATING	Silicon based solvent less coating
3	SECURITY CUT	<p>Security cuts in the form of "T" should be provided at both the ends of the hologram for better affixation on the substrate and to make sure that the hologram is completely damaged in the event of trying to remove it from its original position.</p>  <p>15mm x 80mm</p>

F. HEAL Supply Process:

1	FORM OF SUPPLY	Spool form with 3.0 mm +/- 0.50 mm gap between two holograms horizontally and 1.5 mm +/- 0.50 mm gap vertically suitable for automatic and manual application. These specifications shall conform to the specifications of Auto Applicator.
2	NUMBERING & CODING	Each hologram has to be continuous, unique and serially numbered upto 10digit of Alphanumeric by the inkjet and upto 40 characters in 2D Barcode to enable the 2D Barcode Scanner to capture the data. Colour and codes will be changed from time to time and as decided by the Authority. Numbering should not get removed by rubbing by fingers. Hologram shall be applied with Auto Applicator from Cap-Capring- Neck with 2D Barcode on the Cap and Alphanumeric Characters on the side.
3	PACKAGING	<ul style="list-style-type: none"> The hologram should be supplied in continuous Spool Form having 20,000 holograms on a Spool of 3 Core I.D., suitable for both manual and automatic application or as Spools specified by the Director,

		<p>Prohibition & Excise.</p> <ul style="list-style-type: none"> Number of Holograms per Spool is subject to the suitability for Auto applicator. Five (5) spools shall be packed in one carton with layers of corrugated partitions for safe transit of the label. Each carton shall contain complete details of the Holograms packed in that carton with the Barcode Serial Numbers From To, and Export / Import / Local & IMFL details and designs approved by the Director, Prohibition & Excise. The carton has to be securely sealed and with a separate Barcode Label containing a continuous serial number, "From To....", with Export / Import / Local & IMFL details.
4	DELIVERY OF HEAL	Delivery of Holograms shall be made to the locations specified by the Director, Prohibition & Excise, Hyderabad.

G. OTHER FEATURES

1	VISIBILITY	The layers in the hologram except covert security features shall be visible to naked eyes.
2	VARIATION IN ATMOSPHERE	The hologram shall not be affected by normal variation in atmospheric conditions.
3	SHELF LIFE	The shelf life of the hologram shall be minimum 1 year without any deformation or deterioration under normal atmospheric condition.

The department is interested in high security holograms which give best possible additional options with specifications/features etc., along with samples and full details.

5.2. Contract Period

The Contract period will be for **'3' –Three years initially which can be extended for further period of 2 years on satisfactory performance as per the same terms and conditions of the original term.** The contract Period starts from the date of signing contract between the O/o Director-P&E Dept and Bidder and the service to be provided comprehensively on end-to-end basis. However, the Contract may be terminated by P&E Dept in case of any other instructions issued by Government of Telangana from time to time.

5.3. Project Timelines:

The identified bidder shall be issued Purchase Order and should start supply of Printed HEALS as per the indent received from P&E Dept. The identified bidder should be ready to print within '30' days from Signing of Contract Agreement.

5.4. Project Deliverables:

There are several deliverables which will be produced as a result of the successful completion of the Project. Few Deliverables are listed below:

1. All the Design documentation related to Project
2. Master Hologram Design
3. Documents required by TPA for audit purpose (if any)
4. Ensuring timely delivery of HEALs and compliance to SLAs
5. Business Continuity plan.
6. Any other documents, information related to scope of work as requested by Department
7. Exit management plan

5.5. Review

Both P&E DEPT & TSTS shall conduct periodical reviews of the performance of the identified bidder from time to time.

5.6. Quality Inspection

TSTS/P&E Dept /any other Government nominated agency/committee or its representatives shall have the right to inspect the work at the location where printing is carried on to check the confirmation to the Contract specifications. The bidder shall arrange necessary systems, people and equipment for such inspections.

5.7. Other Important Clauses:

The IPR & Copy rights of the HEAL Design is owned by the Department, Govt. of Telangana. The new Bidder will also sign a non-disclosure agreement with the department.

a. Confidentiality

- The successful bidder must maintain absolute confidentiality of the documents/ data collected in any form including electronic media and any other data/information provided to him for the execution of the work.
- The bidder should not use the Project data for any purpose other than the scope of work specified in the document and added/ amended before signing the contract.
- The Bidder must remove/ destroy the entire data from his custody after completion of the warranty period. If at any stage it is found that the bidder is using the data provided by the client any time during the contract execution or after completion of the contract for any other purposes, stringent legal action will be initiated as per applicable law of land and the contract will be terminated without assigning any reasons.

Bidder shall not disclose to any one, any information marked as confidential and communicated or made available or accessible by the firm during execution of the work.

b. Use of documents and Information and Ownership of the Design

- The bidder shall not, without prior written consent from User Department /TSTS, disclose/share/use the bid document, contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the User Department/TSTS in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- The bidder shall not, without prior written consent of User Department /TSTS, make use of any document or information made available for the project, except for purposes of performing the Contract.
- All project related document (including this bid document) issued by Department /TSTS, other than the contract itself, shall remain the property of the Department /TSTS and shall be returned (in all copies) to the Department /TSTS on completion of the Bidder's performance under the contract.
- The User Department will have full rights over the Master Design and IPR shall belong to User Dept. and Bidder will not possess any rights.

c. Proprietary Ownership: The Master Design of the Hologram shall be proprietary to Government of Telangana.

d. Confidentiality of the design as per the standard security norms is to be maintained by the Identified bidder. Any deviation/violation of the above shall be liable with penal & legal action against the identified bidder.

e. Any misuse of Telangana Govt. logo and Certificate design will attract IPC & CRPC, in addition to suitable penalty will be imposed by P&E Dept.

6. Roles & Responsibilities

A. Role of the P&E Department:

1. Entering with Contract Agreement with identified Bidder.
2. Nominating a Project Coordinator from Department end for day-to-day coordination.
3. Providing & confirmation of the Master Design for Holograms / 2D Barcodes/QR code to be printed on Excise Adhesive Labels.
4. Regular Monitoring & reviewing the progress of work carried out by Agency.
5. Receiving all deliverables (services) from the identified bidder and certification.
6. Release of payments to bidder as per Payment terms
7. The Department reserves the right to get the site inspected by Third Party Agency at any point of time during the contract.

B. Role of the Identified Bidder:

1. Entering the agreement with the Department.
2. Arrange for the material required for printing & supply of HEALs.
3. Setting up of mechanism for Printing of the HEAL with mentioned security features and specifications within 15 days from the date of issue of Letter of Intent/Work order.
4. Setting up of secured IT infrastructure including dedicated leased line from State Data Centre Gachibowli Hyderabad to the bidders premises for accepting the indent for HEAL printing.
5. Ensure to maintain complete security and confidentiality of the Master Design, stationary & other security features produced and shall take all possible steps to prevent its misuse.
6. On expiry of the period of contract, hand over all the designs/art work information, data and other relevant material in respect of the contract work.
7. Deployment of experienced, qualified staff for the work.
8. Understanding of the Scope of Work & requirements of the Dept, and performing activities defined in RFP.
9. Should maintain Stock Register solely related to Dep containing all finished items particulars and MIS Reporting to department officials.
10. The successful bidder shall return all the design developed under this RFP free of cost/ royalty charges etc to Dept upon completion/ termination of the contract in such condition that such masters may be re-used.

C. Role of TSTS

1. Tender Management & Identification of suitable Bidder and Contract Finalization
2. Project Monitoring

7. Payment Terms, Penalties

7.1. Payment Terms:

- The payment shall be made on **monthly basis** by P&E DEPT after receipt of invoice, subject to production of necessary certificate from the Officer authorized by the department after deducting the penalties if any and other recoveries if any.
- The payment authority is Director, P&E Dept, Telangana (or) TSTS.
- No advance payment will be made towards the printing & supply of Hologram.
- The department is empowered to release payment to any agency having contract with selected bidder in the event of disruption in service while deducting the same from outstanding payments and in case of any exigency order to supply labels will be placed on any agency or company irrespective of its participation in the bidding

7.2. Penalty:

Defective Holograms:

The identified bidder shall be responsible for the correct printing, designing and numbering on the labels and security measures in the labels and no scope shall be left behind for pilferage, leakage, forgery, imitation, tampering and cheating etc., In case labels are found to be defective out of the spools supplied and not as per specification or is of inferior quality, the **cost of such labels** shall be deducted from the amount payable to them besides recovering loss to the Dept.

Penalties due to delay in Printing & Delivery:

The timely delivery is very crucial aspect of this Tender. For any delay in printing & delivery beyond accepted period for delivery, the identified bidder will be liable for penalty at the rate of 10% of the respective indent raised by P&E Dept.

7.3. Security Breach SLA

Data Security is important and the identified Bidder shall take adequate security measures to ensure confidentiality, integrity and availability of the information. Bidder is requested to note the following:

- Failure to abide by any of the requirements during the Contract Period shall be interpreted as breach of security and breach of Contract.
- In any circumstances, the selected agency shall be fully held responsible for any security breach that may occur in the system during the period of Contract. The selected Bidder shall be required to perform a detailed root-cause analysis for the security breach and make necessary amends to ensure that no such incidents are repeated.

Note:- For every instance of security breach reported and proved during the duration of the contract, there shall be a penalty of INR 20, 00,000/- or may lead to termination of contract.

8. Important Limits and Values related to bid

#	Item	Description
1.	Bid Security (EMD- DD/BG)	Rs.20,00,000/- (Rupees Twenty lakhs only) in favour of the Managing Director, TSTS. The original EMD should be submitted to TSTS on or before the bid closing date & time.
2.	Bid Validity Period	180 days from the date of opening of bid.
3.	Bid Security Validity Period	45 days beyond bid validity period.
4.	Contract Period	3 year from the date of agreement and extendable on satisfactory performance.
5.	Implementation cum Performance Guarantee Value (Rs.)	5 % of total value of the contract.
6.	Implementation cum Performance Guarantee validity period	90days beyond contract period.
7.	Period for submission of Implementation cum Performance Guarantee	Within 10 days of receipt of letter of Notification of Award.
8.	Period for signing contract	Within 10 days from the date of receipt of letter of Notification of Award and submission of PBG to the department
9.	Penalty & SLAs	As per SLA clause in RFP
10.	Address for correspondence in respect of Technical clarifications	The Managing Director, Telangana State Technology Services Limited, 2 nd floor, HACA Bhavan, Near Assembly, Hyderabad
11	Variation of quantities	<u>17 crore HEAL labels (approx.) +/- 10%</u>
12	Payment Terms	As mentioned in RFP
13	Conditional bids	Not accepted, Bid will be liable for rejection
14.	Transaction Fee	Transaction fee: All the participating Bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs.10,000/- for quoted value of purchase up to Rs.50 crores and Rs.25,000/- if the

		<p>purchase value is above Rs.50 crores & service tax applicable as levied by Govt. of India on transaction fee through online in favour of MD, TSTS. The amount payable to TSTS is non refundable.</p> <p>Corpus Fund: Successful Bidder has to pay an amount of 0.04% on quoted value through demand draft in favour of 'The Managing Director, TSTS, Hyderabad' towards corpus fund at the time of concluding agreement.</p>
15.	Transaction Fee Payable to	The Managing Director, TSTS., Hyderabad
16.	Bid submission	<p>On Line submission only. Bidders are requested to submit the bids after issue of minutes of the pre bid meeting duly considering the changes made if any, during the pre-bid meeting. Bidders are totally responsible for incorporating/ complying the changes/ amendments issued if any during pre-bid meeting in their bid.</p>
17.	Procedure for Bid Submission	<p>Bids shall be submitted online on eprocurement platform.</p> <ol style="list-style-type: none"> 1. The participating Bidder s in the tender should register themselves free of cost on e-procurement platform. 2. Bidder s can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates. 3. The Bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place. 4. The Bidder s should scan and upload the respective documents in Pre-Qualification and Technical bid documentation as detailed at Section E & G of the RFP including EMD. The Bidder s shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/ authenticity. 5. The rates should be quoted in online only. 6. All the quoted price is in Indian Rupees only.
18.	Other conditions	<ol style="list-style-type: none"> 1. After uploading the documents, the copies of the uploaded statements, certificates, documents, original Demand Drafts in respect of Bid Security (except the Price

	<p>bid/ offer/ break-up of taxes) are to be submitted by the Bidder to the O/o The Managing Director, TSTS, HACA Bhavan, Hyderabad as and when required.</p> <p>Failure to furnish any of the uploaded documents, certificates, will entitled in rejection of the bid. The TSTS shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false/ fabricated/ bogus, the Bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.</p> <p>2. TSTS will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.</p> <p>3. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.</p> <p>4. Important Notice to Contractors, Suppliers and Department users</p> <p>(i)In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders vide G.O.Ms.No.13 dated 05.07.2006 permitting integration of electronic Payment Gateway of ICICI/ HDFC/ Axis Banks with e-Procurement platform, which provides a facility to participating suppliers/ contractors to electronically pay the transaction fee online using their credit cards.</p>
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9. General Instruction to Bidders

Name of the Client/User Department	The Director, Prohibition & Excise Department , Govt of Telangana, Hyderabad
Name of the Consultant/ Tendering Agency:	The Managing Director Telangana State Technology Services (TSTS) Ltd., 2 nd floor, HACA Bhavan, Near Assembly, Hyderabad.

In this context, the following terms shall be interpreted as indicated. Terms defined in general instructions to bidders section shall have the same meaning.

Definitions:

- **Tender call or Invitation for bids**, means the detailed notification seeking a set of solution(s), service(s), materials or any combination of them.
- **Three part bid** means the pre qualification, technical bid and financial bids put in separate covers and their evaluation is sequential.
- **“Contract”** means the agreement entered into between the P&E DEPT and the Bidder, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- **“Contract price”** means the price payable to the Bidder under the contract for the full and proper performance of its contractual obligations;
- **“Incidental services”** means those services ancillary to the supply of the goods and services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the Bidder covered under the contract;
- **“GCC”** means the general conditions of contract contained in this section.
- **“SCC”** means the special conditions of contract if any.
- **“TSTS”** means the Telangana State Technology Services Ltd.,
- **“Purchaser/ User”** means ultimate recipient of goods and services- P&E DEPT
- **“Project site”**, where applicable, means the place(s) where goods/services are to be made available to user.
- **“Day”** means calendar day.
- **“Specification”** means the functional and technical specifications or statement of work, as the case may be.

- **Bidder** means any firm/agency offering the solution(s), service(s) and/or materials required in the tender call. The word Bidder when used in the pre award period shall be synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom P&EDEPT signs the contract for rendering of goods and services.
- **Pre-qualification and Technical bid** means that part of the offer, that provides information to facilitate assessment, by TSTS, professional, technical and financial standing of the bidder, conformity to specifications etc.
- **Financial bid** means that part of the offer, that provides price schedule, total project costs etc.
- **Two part bid** means the pre-qualification bid + technical and financial bids are evaluated separately and their evaluation is sequential.
- **Goods and services** mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.
- **The word goods** when used singly, shall mean the hardware, firmware component of the goods and services.
- **The word manufacture** when used in the context of services shall mean “performance” and in case of solution(s) shall mean “worked out”, “developed” or “executed” depending on context.

9.1. General Eligibility

- This invitation for bids is open to all firms both from within and outside India, who are eligible to do business in India under relevant Indian laws as is in force at the time of bidding subject to Pre qualifications.
- Bidders marked/considered by TSTS/P&EDEPT to be ineligible to participate for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
- Breach of any instructions of bidding or contract with TSTS/P&EDEPT or any of its user organisations in past as the case may be, may make a firm ineligible to participate in bidding process.

9.2. Bidding Procedure:

- Offers should be made in Two parts namely, “Qualification bid” and “Financial bid” and in the format given in bid document.

- EMD should be enclosed in an envelope and be submitted to TSTS before bid closing date & time.
- Tenders will be accepted only from those who have received/ purchased bid document from TSTS.
- All correspondence should be with TSTS contact person.
- A complete set of bidding documents may be obtained by interested bidders from the TSTS contact person upon payment of the bid document price which is non-refundable. Payment of bid document price should be by demand draft drawn in favour of "The Managing Director, Telangana State Technology Services Ltd." And payable at Hyderabad (India).

9.3. Pre-bid Meeting:

All those bidders who are interested can participate in the meeting to seek clarifications on the bid, if any. Further all bidders will be facilitated on a fixed date (to be decided in the pre-bid meeting) for inspecting the existing printing & warehouse facility of the department. The bidders are expected to comprehensively evaluate the existing printing facility so as to understand the requirement of periodic maintenance and any upgrades/replacements and factor the same in their bid. No financial claim towards any expenditure for maintenance / upgrades / replacements of the machinery, equipment, building etc shall be entertained from the successful bidder after the bids are placed.

9.4. Clarification of bidding documents

- A prospective bidder requiring any clarification of the bidding documents may notify TSTS . The response (including an explanation of the query but without identifying the source of inquiry) will be communicated in the form of Corrigendum on TSTS website & eprocurement portal.
- TSTS/Dept will respond to any request for clarification on RFP which it receives no later than date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the close of date and time for seeking clarification mentioned in tender call notice. It is further clarified that TSTS shall not entertain any correspondence regarding delay or non receipt of clarification by bidder.
- All the bidder queries & clarifications shall be consolidated and hosted on TSTS website & eprocurement portal for reference of all the prospective bidders.

9.5. Amendment of Tender Document

- At any time prior to the deadline for submission of bids, TSTS, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the RFP documents by issuing Corrigendum.
- All prospective bidders those have received the bidding documents will be notified of the amendment, and such modification will be binding on all bidders.
- In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the TSTS, at its discretion, may extend the deadline for the submission of bids.

9.6. Bid Evaluation Procedure:

The Bids submitted will be evaluated in 2 stages viz., Qualification & Commercial Evaluation stage. Bids would be evaluated for entire scope of work. Bidders should offer prices for all the items and for the full quantity of an item failing which such bid will not be considered. Technical bid documentation should be in the prescribed format. If a Bidder has any comment to offer about the procedural aspects of this tender, it should be intimated to TSTS during the pre-bid meeting.

9.7. Opening of Bids:

Immediately after the closing time, bids shall be opened on e-procurement platform, and list them for further evaluation. The Technical bids of only those bidders who qualify in the pre-qualification bid will be opened. After evaluation of technical bids, the financial bids of only those bidders who qualify in technical evaluation will be opened. Since the bid opening is on e-Procurement portal, the bidders are advised to check the status of bid evaluation on e-Procurement portal.

9.8. Qualification bid documentation:

The qualification bid documentation shall be evaluated in two sub-steps. Firstly, the documentation furnished by the bidder shall be examined prima facie to see if the technical skill base and financial capacity and other bidder attributes claimed therein are consistent with the needs of this project. In the second step, TSTS/Evaluation Committee may ask bidder for additional information, visit to Bidders site and/or arrange discussions with their professional, technical faculties to verify claims made in qualification bid documentation.

9.9. Financial bid:

Final choice of firm to execute the project shall be made on the basis of conformity to technical requirements, appropriateness of the services offered, capability of bidder to execute and service the

project and appropriateness of financial offer from the point of view of cost-effectiveness over the entire contract period for the product/services. The decision of the Evaluation Committee shall be final in this regard.

9.10. Bid forms

- Wherever a specific form is prescribed in the bid document, the bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- For all other cases the bidder shall design a form to hold the required information.

9.11. Cost of Bidding

- The bidder shall bear all costs associated with the preparation and submission of its bid, and TSTS will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
- Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.

9.12. Period of Validity of bids

- Bids shall remain valid for the duration specified in the bid document, after the date of bid opening prescribed by TSTS. A bid valid for a shorter period shall be rejected as non-responsive.
- In exceptional circumstances, the TSTS may solicit the bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security shall also be suitably extended. A bidder granting the request will not be permitted to modify its bid.

9.13. Submission of Bids

The bidders shall submit the bids (Qualification, Commercials) on e-Procurement portal only. No other mode of bid submission is permitted and the Original EMD should be submitted to O/o TSTS, before bid closing date & time in a sealed cover duly mentioning the tender reference number. The commercial quote bid should not be reflected in the bid and if visible will lead to dis-qualification.

A copy of EMD should be uploaded on eProcurement portal along with bid.

9.14. Deadline for submission of bids

- Bids must be submitted on eProcurement portal no later than the bid submission date and time specified in the tender call notice.
- The TSTS may, at its discretion, extend this deadline for the submission of bids by amending the tender call, in which case all rights and obligations of the TSTS and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

9.15. Late bids

Any bid not received on eprocurement portal by the deadline for submission of bids will be summarily rejected and no excuses will be entertained. The bidders are solely responsible for upload of complete bid before the submission deadline.

9.16. Modification and withdrawal of bids

- No bid can be modified subsequent to the deadline for submission of bids.
- No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval may result in the forfeiture of its bid security (EMD).

9.17. Preparation of Qualification bid

It shall contain of the following parts:

- i. General Information of the Bidder – **Form Q#1**
- ii. Financial Turnover – **Form Q#2**
- iii. Past Experience details– **Form Q#3**
- iv. Non blacklisting Self Declaration Certificate – **Form Q#4**
- v. Security Features Compliance - **Form Q#5**
- vi. Details on availability of infrastructure for printing of HEALS- **Form Q#6**
- vii. General Undertaking **Form Q#7**
- viii. Undertaking on Printing capacity Per day **Form Q#8**
- ix. Local Presence Details
- x. Copy of Certificates as per RFP
- xi. Bid Security/EMD.

A document on the following to be submitted:

- a. Project execution plan
- b. Features & Challenges of the model proposed

- c. Data Security Methodology and Plan.
- d. Issues and Risks in the implementation of the Project.
- e. Infrastructure required & IT Hardware availability with bidder along with other tools required to commission the project
- i. Team Structure Proposed for the period
- f. Non Functional Requirements
- g. Exit Management Plan
- i. Any other additional item relevant to the project.

9.18. Bid Security i.e. Earnest Money Deposit (EMD)

- The bidder shall furnish, as part of its bid, a bid security for the amount specified in the tender call notice.
- The bid security is required by TSTS to: Assure bidder's continued interest till award of contract and conduct in accordance with bid conditions during the bid evaluation process.
- The bid security shall be in Indian rupees and shall be a bank guarantee, or an irrevocable letter of credit or cashier's certified check, issued by a reputable bank scheduled in India and having at least one branch office in Hyderabad
- Unsuccessful bidder's bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by TSTS.
- The successful bidder's bid security will be discharged upon the bidder signing the contract, and furnishing the performance security,
- The bid security may be forfeited:
 - if a bidder withdraws its bid during the period of bid validity
 - or
 - in the case of a successful bidder, if the bidder fails to sign the contract in time;
 - or to furnish performance security.

9.19. Preparation of Financial Bid

The financial bid should provide cost calculations corresponding to each component of the project duly mentioning the applicable taxes.

9.20. Bid prices

- The bidder shall indicate the unit prices (where applicable) and the total bid price of the goods/services it proposes to supply under the contract.

- The bidder shall indicate Basic Prices and taxes, duties etc. separately (if required) in the form prescribed.
- Bidder's separation of price components will be solely for the purpose of facilitating the comparison of bids by TSTS and will not in any way limit the purchaser's right to contract on any of the terms offered.
- Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account unless otherwise specified in the tender call. A bid submitted with an adjustable price quotation will be treated as non responsive and will be rejected.
- Bid currency :Prices shall be quoted in Indian rupees and Charges quoted should be inclusive of all types of Taxes.

10. Standard Procedure for Opening and Evaluation of bids

10.1. Outline of bid evaluation procedure:

- The bid opening and evaluation process will be sequential in nature. Means that bidder must qualify a particular stage to be eligible for next stage. Immediately after the closing time, the TSTS contact person shall open the Pre-qualification bids and list them for further evaluation. Finally financial bids of qualified bidders will be opened on eProcurement portal.
- The standard procedure, described here will stand appropriately modified, in view of special procedures of bid evaluation as mentioned in tender call or elsewhere in this bid document or TSTS may deviate from these in specific circumstances if it feels that such deviation are unavoidable, or will improve speed of processing and consequent project execution.

10.2. Opening of bids

Bids will be opened in the presence of bidder's representatives, who choose to attend. The bidder representatives who are present shall sign a register evidencing their attendance.

- The bidders names, bid modifications or withdrawals, discounts, and the presence or absence of requisite bid security and such other details as the TSTS officer at his/her discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened.
- Bids that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.

10.3. Clarification of bids:

During evaluation of the bids, the evaluation committee may, at its discretion, ask the bidder for further clarification of its bid and accept the clarifications submitted.

10.4. Preliminary Examination:

- Preliminary scrutiny will be made to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

- Arithmetical errors will be rectified on the following basis.
 - a. If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier bidder does not accept the correction of errors, its bid will be rejected.
 - b. If there is discrepancy in the unit price quoted in figures and words, the unit price, in figures or in words, as the case may be, which corresponds to the total bid price for the item shall be taken as correct.
 - c. If the Bidder has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
- TSTS may waive any minor informality, nonconformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- Prior to the detailed evaluation, TSTS will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations.
- If a bid is not substantially responsive, it will be rejected by the TSTS and may not subsequently be made responsive by the bidder by correction of the nonconformity.

10.5. Evaluation of bids:

Bid documentation shall be evaluated in two sub-steps.

- Firstly, the documentation furnished by the Bidder will be examined prima facie to see if the technical skill base and financial capacity and other Bidder attributes claimed therein are consistent with the needs of this project.
- In the second step, TSTS may ask Bidder(s) for additional information, visit to Bidders site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.
- As part of evaluation the bidders would be invited for giving a technical presentation, which would be evaluated by the Committee.
- The Financial bids of only those bidders who qualify in the Qualification Stage including presentations would be opened.

10.6. Evaluation of Financial bids

Financial bids of those Bidders who satisfy all phases of the pre-qualification and technical bid and corresponding to chosen technical bid choices will only be opened. All other financial bids will be ignored. No correspondence on the rejection reasons will be entertained and the Committees decision shall be binding.

TSTS will assess the nature of financial offers and may pursue any or all of the options mentioned under financial bid .

10.7. Overall Bid Evaluation:

- I. **The Bid evaluation shall be undertaken by the State Level Techno Financial Committee (TFC) as constituted vide G.O. Rt. No.413 Dt:23-08-2014 GENERAL ADMINISTRATION (SC.A) DEPARTMENT, Govt of Telangana comprising of officials from User Department, Finance Dept., ITE&C Dept. and TSTS.**
- II. A **Two-stage** procedure will be adopted for evaluation of proposals, with the Qualification, and thereafter financial proposals being opened and compared.
- III. The Committee will evaluate the bids of the bidders to determine whether the bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified. The Bidders shall be asked to give technical presentation by the Committee on the approach methodology to implement the project as per scope of work.
- IV. The evaluation Committee will assign points to the bidders based on the evaluation criterion mentioned & approved by committee. The commercial bids for the qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.
- V. The evaluation will be made on the basis of **Least Cost Method (L1)** wherein the least quote of the Commercial quote shall be declared as L1 bid.
- VI. The ranking of bidders shall be decided on the basis of total bid value for all the items & most responsive option will be considered.
- VII. The commercial evaluation would be based on the cost of the services provided by the bidder in the commercial bid. **The bidder with the least price quote shall be declared as L1 bidder.**
- VIII. Conditional bids are liable to be rejected. Any attempt by a bidder to influence it's the bid evaluation process may result in the rejection of the bidder's bid.
- IX. Polyester based Security Hologram Excise Label, being a highly technical as well as security product, the selection will be based on the Technical evaluation and the Evaluation Committee is not bound to accept the lowest quote.

10.8. Evaluation and Comparison of Financial bids

- I. Evaluation of financial bids will exclude and not take into account any offer not asked for or not relevant to the present requirements of user.
- II. Evaluation of financial bid will take into account, in addition to the basic bid price, one or more of the following factors
 - ✓ The projected costs for the entire contract period of three years
 - ✓ Past track record of bidder in supply/ services and
 - ✓ Any other specific criteria indicated in the tender call and/or in the specifications.

10.9. Award Criteria

The proposals will be ranked in terms of the commercial quote obtained from Lowest to Highest. The bidder with the lowest Price quote for the scope of services may be considered for award of contract by the Committee. The successful bidder shall enter into Contract Agreement with User Dept., upon submission of PBG of 10% of the Project value.

Final choice of firm to execute this project shall be made on the basis of conformity to technical requirements, appropriateness of the product/services offered, appropriateness of financial offer from the point of view of cost-effectiveness, total cost of ownership over entire contract period for the product/services and past track record of bidder.

10.10. Right to vary quantities at time of Award

P&EDEPT/TSTS reserves the right at the time of award to increase or decrease the quantity , as indicated in tender call, from the quantity of goods and services originally specified in the specification without any change in unit price or other terms and conditions.

10.11. Right to accept any bid and to reject any or all bids

P&EDEPT /TSTS reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

10.12. Signing of Contract

- Based on the approval of Evaluation Committee, TSTS notifies the successful bidder that its bid has been accepted, will send the successful bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.
- On receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to the P&EDEPT.

- The contract agreement shall be signed by P&E Dept Govt. of Telangana after completion of successful test run of application by identified Bidder.

10.13. Performance Security

- On receipt of notification of award, the successful bidder shall furnish the performance security in accordance with the conditions of contract, in the performance security form provided in the bidding documents or in another form acceptable to the P&EDEPT.
- Failure of the successful bidder to sign the contract, proposed in this document and as may be modified, elaborated or amended through the award letter, shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the P&EDEPT may make the award to another bidder or call for new bids.

10.14. Contacting TSTS

- Bidder shall not approach TSTS officers out side of office hours and / or out side TSTS office premises, from the time of the tender call notice to the time the contract is awarded.
- Any effort by a bidder to influence TSTS officers in the decisions on bid evaluation, bid comparison or contract award may result in rejection of the bidder's offer and bidder may also marked as ineligible for future bids. If the bidder wishes to bring additional information to the notice of the TSTS, it should do so in writing.

10.15. Corrupt, Fraudulent and unethical practices

- "Corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the process of contract execution and
- "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition:
- "Unethical practice" means any activity on the part of bidder which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of financial bids will be treated as unethical practice.
- P&EDEPT/TSTS will reject a proposal for award and also may debar the bidder for future tenders in P&EDEPT/TSTS, if it determines that the bidder has engaged in corrupt, fraudulent or unethical practices in competing for, or in executing a contract.

11. Special Conditions of Proposed Contract (SCC)

11.1. Other Terms and Conditions:

1. The Bidder shall comply with such directions as the user may issue from time to time for the smooth working and in the furtherance of the overall objective.
2. The Bidder shall be solely responsible for all acts of omission and commission occasioned by his personnel in carrying out the terms of the agreement.
3. The Bidder or his personnel shall not use or cause to be used, the data or information provided to him or acquired by him during the process of providing services for any purpose, whatsoever, except for, which is required to perform the job as required in the agreement. Such data or information shall be surrendered to the Department at the expiry of the agreement.
4. In case the Bidder is not able to rectify any of the problems, it shall be competent for the Department to get the same rectified by the manufacturer or any other suitable agency and recover the entire amount incurred by the Department in the process, from the Bidder by way of deduction from the quarterly charges payable to the Bidder or from Performance Security or both.

11.2. Delays in the Bidders performance

1. Delivery of the services shall be made by the Bidder in accordance with the service quality specified by P&E DEPT/TSTS in the bid document.
2. Any delay by the Bidder in the performance of its obligations under the contract, shall render the Bidder liable to the imposition of liquidated damages at a rate as indicated in bid document.
3. If at any time during performance of the Contract, the Bidder should encounter conditions impeding timely performance of services, the Bidder shall promptly notify the P&E DEPT in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, P&E DEPT shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages.

11.3. Liquidated damages

If the Bidder fails to perform any one or all the services within the time period(s) specified in the Contract, the P&E DEPT shall, without prejudice to its other remedies under the Contract, deduct from the amount payable to Bidder or from performance/implementation guarantee or from both as liquidated damages, a sum equivalent to, as per the terms indicated in the bid document, until actual delivery or performance, subject to maximum limit. Once the maximum is reached, the P&E DEPT may consider termination of the contract.

11.4. Implementation Guarantee / Performance Security :

1. Within the number of days indicated in the bid document, from the date of issue of letter of intent from P&E DEPT, Bidder should submit Security deposit to P&E DEPTs for an amount indicated in the bid document (Statement of important limits/values).
2. The proceeds of the performance security shall be payable to the P&E DEPT as compensation for any loss resulting from the Bidder's failure to complete its obligations under the contract.
3. The performance security shall be denominated in Indian rupees or in a freely convertible currency acceptable to P&E DEPT and shall be in one of the following forms:
 - a. A bank guarantee or an irrevocable letter of credit, issued by a reputed bank located in India with at least one branch office in Hyderabad, in the form provided in the bidding document or another form acceptable to the P&E DEPT; or
 - b. A cashier's cheque or banker's certified cheque or crossed demand draft or pay order drawn in favor of the P&E DEPT.
4. The performance security will be discharged by the P&E DEPT and returned to the Bidder not later than thirty (30) days following the date of completion of all formalities under the contract.
5. In the event of any contract amendment, the Bidder shall, within 15 days of receipt of such amendment, furnish the amendment to the performance security, rendering the same valid for the balance duration of the Contract.

11.5. Termination for Default:

1. P&E DEPT, without prejudice to any other remedy available for breach of Contract, may terminate the Agreement in whole or in part, by a 30 days notice in writing to the Bidder, for any one or all of the following. On such termination, in addition to any other remedy available under the contract, the EMD, Implementation/ performance Security will be liable for forfeiture. The Bidder shall be paid for services rendered upto the effective date of termination.
2. If the Bidder fails to maintain the systems to the minimum assurance quality as per the scope of the work or
3. If the Bidder fails to provide all or any of the Contracted services as per service standards specified in the Agreement, or
4. If the Bidder fails to perform any other obligation(s) under the Agreement, **or**
5. If the Bidder, in the judgment of the Dept., or TSTS has engaged in corrupt, fraudulent or unethical practices in competing for or in executing the Contract.

6. The P&EDEPT shall issue a notice explaining the nature of violations committed by the Bidder and afford an opportunity to the Bidder to represent his case, before termination of the agreement.
7. In the event P&EDEPT terminates the Agreement in whole or in part, P&EDEPT may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the Bidder shall be liable to pay to P&EDEPT for any excess costs incurred for procuring such similar services. However, the Bidder shall continue performance of the Agreement to the extent not terminated.

11.6. Termination for Insolvency:

If the Bidder becomes bankrupt or otherwise insolvent, P&E DEPT., may at any time terminate the Contract by giving written notice of 30 days to the Bidder. In this event, termination will be without compensation to the Bidder, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the P&E DEPT.,

11.7. Termination for Convenience:

- P&EDEPT., may, by written notice to the Bidder, terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for its convenience, and the extent to which performance of the Bidder under the Contract is completed.
- In such an event, the P&EDEPT., may elect to pay to the Bidder, a mutually agreed amount for partially completed services, within 30 days from the date of termination of contract.

11.8. Force Majeure:

- The Bidder shall not be liable for forfeiture or levy of Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Agreement in the result of Force Majeure.
- For purposes of this Clause, "Force Majeure" means an unforeseeable event beyond the control of the Bidder and not involving the Bidder's fault or negligence.. Such events shall include, but are not restricted to, acts of the P&E DEPT., in its sovereign capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the Bidder shall promptly notify the P&E DEPT., in writing of such condition and the cause thereof. Unless otherwise directed by the P&E DEPT., in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performances.

Note: Damage to any system due to Electrical fluctuations will not be covered under this clause.

11.9. Conflict of Interest

If the Bidder is found to have a conflict of interest that affects the Bidding Process shall be disqualified.

11.10. Integrity Pact

Under this Pact, the Bidders agree with the Purchaser to carry out the assignment in a specified manner. The following set of sanctions shall be enforced for any violation by a Bidder of its commitments or undertakings under the Integrity Pact:

- Forfeiture of the EMD and PBG;
- Liability for damages;

The Bidders are also advised to have a company code of conduct rejecting unethical behaviour compliance and confirming the Documents being submitted under the bid as 'genuine' and 'true/valid/authorised'.

11.11. Amendment to the Agreement:

Amendments to the Agreement may be made by mutual agreement by both the parties. No variation in or modification in the terms of Contract shall be made except by written amendment signed by both the parties.

11.12. Applicable Law:

The Agreement shall be interpreted in accordance with appropriate Indian laws.

11.13. Resolution of Disputes:

1. P&EDEPT/TSTS., and the Bidder shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the Agreement.
2. If, with in thirty (30) days from the commencement of such informal negotiations, parties are unable to resolve dispute amicably, either party may approach for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party, or in accordance with the Arbitration and Conciliation Act, 1996. Arbitrator shall be the Prl. Secretary –Revenue (Excise) Dept/ Prl. Secretary-ITE&C Dept, Govt of Telangana.
3. All Arbitration proceedings shall be held at Hyderabad, Telangana State and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English language.

11.14. Use of Contract Documents and Information

1. The Bidder or its employee shall not without prior written consent from P&EDEPT., disclose the Agreement or any provision thereof or any specification, plans, drawings, pattern, samples or information furnished by or on behalf of P&EDEPT., to any party during the contract and thereafter. Disclosure of such information to its employee shall be made in confidence and shall extend only so far, as may be necessary for such performance.
2. The Bidder shall not without prior written consent of P&E DEPT., make use of any document or information made available for the project except for purposes of performing the contract and no more.
3. All project related documents issued by P&EDEPT., other than the Agreement itself shall remain the property of P&EDEPT., and shall be returned (all copies) to P&EDEPT., on completion of the Bidder 's performance under the Agreement, if so required by the P&EDEPT.,.

11.15. Governing Language:

All correspondence and documents pertaining to the Agreement that are exchanged by the parties shall be written in English language only.

11.16. Notices:

1. Any notice given by one party to the other pursuant to this Agreement shall be sent to the other party in writing or by E-mail, Telegram or facsimile and confirmed in writing to the other party's address.
2. A notice shall be effective from the date, when it is delivered or tendered or affixed at a conspicuous place of normal working, whichever is earlier.

11.17. Indemnification:

TSTS., or P&EDEPT will not indemnify for any loss or damages caused to the Bidder or it staff in any form during their performance on the project.

11.18. Taxes and Duties:

The bidder shall be entirely responsible for all taxes, duties, license fee, Octroi, road permits etc. incurred until delivery of the contracted Goods/services at the site of the user or as per the terms of tender document if specifically mentioned.

However, the Bidder has to submit invoices Inclusive of all Taxes. In case of imposition of any new taxes or increase/decreased in tax structure by the Government then the same would be to the account of the User Department.

11.19. Assignment, Subletting and Outsourcing

The whole work included in the RFP shall be executed by the identified bidder and the identified bidder shall not directly or indirectly transfer, assign sublet (Sub contract), the contract or any part thereof or interest therein. In the event of doing so, it shall result in termination of contract and forfeiture of Security Deposit.

The bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

However, in case of circumstances beyond the control of bidder, transfer/ sub-contracting may be permissible with the written concurrence of TSTS/ P&E Dept.

Bidding Formats

Bid Letter Form

From:

(Registered name and address of the bidder)

To:

The Managing Director

Telangana State Technology Services Ltd.,

2nd floor, HACA Bhavan,

Near Assembly, Hyderabad

Sir,

Having examined the bidding documents, we the undersigned, offer to provide services/execute the works for the following project in response to your tender call dated

Project title:

We undertake to provide services/execute the above project or its part assigned to us in conformity with the said bidding documents for an estimated sum of Rs << as quoted in Commercial Bid>>. (total bid amount in words and figures) which may vary in accordance with the schedule of prices attached herewith and coverage options made by TSTS/P&E DEPT.

If our bid is accepted, we undertake to;

- 1) Provide services/ execute the work according to the time schedule specified in the bid document.
- 2) Obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract.
- 3) Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
- 4) We do hereby undertake that in the event of acceptance of our bid, and the work shall be started at designated places within as per the time lines from the date of Award of Contract.
- 5) We enclose the complete Bid enclosing all documents / information as required in the tender document.

- 6) We agree to abide by our offer for a period of 180 days from the date fixed for opening of the tenders and that we shall remain bound by a communication of acceptance within that time.
- 7) We have carefully read and understood the terms and conditions of a tender and the conditions of the Contract applicable to the tender and we do hereby undertake to the project as per these terms and conditions. The deviations from the above Technical specifications, Services and Terms & Conditions are only those mentioned in RFP.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place:

Bidder's signature

Date:

and seal.

Model Contract Form

THIS AGREEMENT made the day of (year). (hereinafter “the P&E DEPT”) of one part and (Name of Bidder) of (City and Country of Bidder) (hereinafter “the Bidder”) of the other part:

WHEREAS the USER is desirous that certain solution, service and materials, as described in the bid document and briefly outlined below, should be provided by the Bidder.

Date of tender call:

Title of the project:

Brief outline of the work:

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this agreement words and expression shall have the same meanings as are respectively assigned to them in the bid document referred to.

The following documents shall be deemed to form and be read and construed as part of this Agreement, viz..

- a. Notification of award.
- b. clarification on bid document issued if any,
- c. Bid submitted by successful bidder
- d. pre – bid conference minutes if any,
- e. bid documents

In consideration of the payments to be made by the P&E DEPT to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the P&E DEPT to provide the goods and services (solution, service and materials) and to remedy defects therein in conformity, in all respects, with the provisions of the contract.

The P&E DEPT hereby covenants to pay the Bidder in consideration of the provision of the goods and services and the remedying of defects therein, the contract price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

Brief particulars of the goods and services which shall be supplied / provided by the Bidder are given in Annexure.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year above written.

Signed, and delivered by
for the Bidder.

Bidder's common seal:

Place

Date:

Signed, and delivered by

For

Place:

Date:

In the presence of:.....

TSTS. Ref. No.....

Bid Security (EMD) in the Form of BG

(To be issued by a bank scheduled in India as having at least one branch in Hyderabad)

Whereas (here in after called “the Bidder”) has submitted its bid dated(Date). For the execution of (here in after called “the Bid”)

KNOW ALL MEN by these presents that WE of having our registered office at (hereinafter called the “Bank”) are bound unto the Telangana State Technology Service Ltd. (hereinafter called “The TSTS”) in the sum of for which payment well and truly to be made to the said TSTS itself, its successors and assignees by these presents.

The conditions of this obligations are:

1. If the bidder withdraws its bid during the period of bid validity or
2. If the bidder, having been notified of the acceptance of its bid by the TSTS during the period of bid validity:
 - i. fails or refuses to execute the contract form if required; or
 - ii. fails or refuses to furnish the performance security, in accordance with the bid requirement;

We undertake to pay the TSTS up to the above amount upon receipt of its first written demand, without the TSTS having to substantiate its demand, provided that in its demand the TSTS will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Place: Signature of the Bank

Date: and seal.

Ref. No.....

Performance Bank Guarantee Form

(To be issued by a bank scheduled in India and having at least one branch in Hyderabad)

To: (Name of P&E DEPT)

WHEREAS (Name of Bidder) hereinafter called "the Bidder" has undertaken, in
pursuance of

Contract No.....dated, (Date), to supply called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you
with a Bank Guarantee by a 56ecognized bank for the sum specified therein as security for compliance
with the Supplier's performance obligations in accordance with the Contract.

WHEREAS we have agreed to give the Bidder a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder,
up to a total of Rs.and we undertake to pay you, upon your first written demand
declaring the Bidder to be in default under the Contract and without cavil or argument, any sum or
sums within the limit of Rs..... (Amount of Guarantee) as aforesaid, without your needing to
prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the day of (Date)

Place:

Signature of guarantors

Date:

and seal.

Qualification Bid Formats

Form Q#1

General Information of Bidder

S.No	Description	Supporting Documents with page nos.
1	Name of the Company	
2	Date of Incorporation (Registration Number & Registering Authority) GST No., PAN No.	
3	Legal Status of the Company in India	Public Ltd Company/ Private
4	Nature of Business in India	
5	Address of the Registered Office in India	
6	Date of Commencement of Business	
7	Bidder Contact Person Details:	Name : Designation: Mobile No: email: Alternate email:
8	Web-Site	
9	EMD details	Amount: DD No. & Date Name of the Bank: Valid up to :
10	Certification details as per RFP (valid documents to be submitted)	
11	Proof of purchase of bid document	Receipt No: Date of purchase:

Place:

Bidder's signature

Date :

and seal.

Form Q#2Financial Turnover

S.No	Financial Year	Total Turnover (Rs in crs)	Turnover from printing of labels (Rs in crs)	Net worth Amount (Rs. In crs)
1.				
2.				
3.				

Note- *Turnover in areas other than mentioned above shall not be considered for evaluation.*

(Chartered Accountant certificate or ITIRs along with extract of the audited balance sheets Audited Balance sheets as proof to be submitted).

Place:

Bidder's signature

Date :

Bidder's seal

Form Q#3–Past Project Experience

Description of Item	Supporting Document with page number
Name of the Client / Department	
Contact address & details of the department	
Value of the Project	
Date of Start of Work	
Date of Completion of Work	
Description of Work	
Bidder should submit any of the following: i. PO / Work order ii. Work completion certificates / Performance Certificate from client dept. duly signed by the authorized signatory from the Client end. iii. Work satisfactory certificate from the client dept.	
Enclosures submitted: Yes / No	

Note:

- Please submit supporting documents to support the claim and the certificates must be signed by Senior Executive/ Deputy GM of the organization clearly indicating his/her name, designation and contact details such as Telephone Number, Fax number, email-id etc.*
- Please attach certificate from the client for the successful completion & implementation of project.*

Place:

Bidder's signature

Date :

with seal

Form – Q#4 Declaration Regarding Clean Track Record

To:

The Managing Director

Telangana State Technology Services,

2nd Floor, HACA Bhavan,

Hyderabad

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No._____].

I hereby declare that my company/ Consortium Partners has not been debarred/ black listed as on Bid calling date by any Central or State Government/ Quasi Government Departments or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Form -Q#5 - Compliance to the Security Features proposed

Sl.No	Item	Specification Required	Specification of proposed item	Specification Higher/Lower
A	B	C	D	E

Place & Date:

Bidder's signature

and seal

Form Q#6 –List of Infrastructure that is going to be installed to match the volume requirement of HEAL labels

A.

Sl.No	Item	Make & Model	Quantity	Capability per day
A	B	C	D	E

Place & Date:

Bidder's signature

and seal

Form Q#7

Undertaking

(To be submitted on the Letter head of the Bidder)

To:

**The Managing Director
Telangana State Technology Services,
2nd Floor, HACA Bhavan,
Hyderabad**

Tender Reference No----- Dt:-----.

Subject: To accept the terms & conditions for Secured Printing and Delivery of Holographic Excise Adhesive Labels (HEALs)– Submission of Unconditional Undertaking - Reg.

Sir,

1. We the undersigned offer to provide printing services in conformity with the terms and conditions set forth by the Government of Telangana in conformity with the “Secured Printing and Delivery Holographic Excise Adhesive Labels (HEALs)” at the estimated price << as per mentioned in Commercial bid>> per HEAL.
2. We shall Procure & Maintain sufficient stock of Raw material for printing & supply of HEALs as per the terms specified to execute the work according to the time schedule specified by the State Government.
3. We hereby submit that we have the technical capability in the form of the availability of the raw material, men machine to undertake the work as per the project plan issued. We further declare that we have required capacity and capability including man resources to undertake this project and complete in the prescribed timelines.
4. We agree to abide by the conditions set forth in the Tender document if any, which remain binding upon us during the entire project period.
5. We undertake that in case we are engaged by the State Government, our non performance or non-cooperation in undertaking the instructions and timelines as per the requirement of allotted work order should be grounds for termination of the signed contract & for levying penalties / legal action as per norms.
6. We shall ensure to maintain complete security and confidentiality of the master, stationary & other security features and shall take all possible steps to prevent its misuse. Any deviation/violation of the above shall be liable with penal & legal action.
7. We undertake that we shall abide by the Quality Control & Security features while undertaking the printing & binding of the PPBs and shall have internal quality testing/ Post Supply inspection/ Random inspection of the printed passbooks.
8. We shall maintain and provide required report along with proof of delivery for the HEAL supplied along with quantity and serial number of HEALs on regular basis to P&E Dept as required.
9. Any other terms and conditions, mutually agreed during the finalization of the order / agreement shall be binding on us.

Following Officer is nominated as authorized contact person for co-ordination from the bidder

No.	Information	Details
1	Name of the Contact Person	
2	Address of the Contact Person of the person to whom all references should be made	
3	Telephone number of the Contract Person	
4	Mobile number / Fax number/	
5	Email ID of the Contract Person	

We further declare that we accept all terms and conditions, maintain confidentiality & integrity during execution of the work and we understand that any deviations will be punishable as prescribed by the State Government and we shall also not make public announcement or media release about any aspect of this work.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Form Q#8

Undertaking on the Daily Printing Capacity

(To be submitted on the Letter head of the Bidder)

To:

**The Managing Director
Telangana State Technology Services,
2nd Floor, HACA Bhavan,
Hyderabad**

Tender Reference No----- Dt:-----.

Subject: Undertaking on the **Daily Printing Capacity**

Sir,

We the undersigned offer to provide printing services in conformity with the terms and conditions set forth by the Government of Telangana in conformity with the Printing and Supply of HEALS .

We have a daily printing capacity of XXXXX HEALS per day (it should be at least 60 lakhs per day)

We allow the P&E Dept/ TSTS to inspect the premises to look at the daily printing capacity of ____

In case it is found that the daily printing capacity is less than stated here We agree that the EMD may be forfeited ***by TSTS and TSTS can take any action including Blacklisting***

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Check List

Compliance - Agreed/Enclosed/Deviation - Statement Form

The following are the particulars of compliance/deviations from the requirements of the tender specifications.

S.No.	Requirements	Provided (Y/N)	*Section No	**Page No:
1	Bid Form (Proposal Cover Letter)			
2	EMD			
3	Bid Document			
4	Power of Attorney			
5	Form - Q1			
6	Form – Q2			
7	Form - Q3			
8	Form - Q4			
9	Form – Q5			
10	Form – Q6			
11	Form –Q7			
12	Form -Q8			
13	Standards &Certifications.			
14	Compliance to Security Features mentioned in Tender			
16	Commercial Proposal cover letter			
17	Form – C1			
18	General Instruction to bidders			
19	Standard Procedure for Bid Evaluation			

Note: For every item appropriate remarks should be indicated like 'no deviation', 'agreed', 'enclosed' etc. as the case may be.

Place :

Bidder's signature

Date :

and seal.

Commercial Form

Form C#1

#	Particular	Unit Price (Rs.) upto two decimals	Taxes	Total Price (Rs.) Incl taxes upto two decimals
1	Cost of printing & supply per Polyester based Holographic Excise Adhesive Label (HEAL)with the specifications mentioned in the RFP using the existing infrastructure and machinery			
Total Cost per Unit per HEAL (Rs.)				

Note:*The total per unit cost of an 'HEAL' quoted shall also be inclusive of all costs for providing other additional services specified in the 'Scope of Work'.*

The total cost quoted shall be arrived by considering all expenses like

- 1. Total Cost of maintenance of existing Machinery (including possible spares) required for production of HEAL labels for the project period*
- 2. Cost of raw materials including cost of paper*
- 3. cost of printing*
- 4. Cost of packing, freight, insurance*
- 5. Cost of third party quality check certifications*
- 6. Cost of transportation to the locations specified by P&E Dept through a dedicated vehicle,*
- 7. Cost of CCTV, PCs, leased line etc .*

In case the GST tax rate increases during the period of contract extra amount shall be paid by Dept. Likewise on case the GST rate decreases the during the period of contract, Service provider shall reimburse the amount or Dept shall retain that amount.

Place:

Date:

Bidder's Signature

with Seal

Annexure-1

List of Existing Machinery

S.No	Name Of Machinery	Year Of Manufacture & Model No	Make/Company name	Model (Yr)	Present Condition
1	ELECTROFORMING TANK & BRIDGE REACTIFIRE	2014	GUPTA ENG	2014	Running
2	ELECTROFORMING TANK & BRIDGE REACTIFIRE	2014	GUPTA ENG	2014	Running
3	ELECTROFORMING TANK & BRIDGE REACTIFIRE	2014	GUPTA ENG	2014	Running
4	HARD EMBOSSING MACHINE	2014	UNITY ENG	2014	Running
5	HARD EMBOSSING MACHINE	2014	UNITY ENG	2014	Running
6	HARD EMBOSSING MACHINE	2014	UNITY ENG	2014	Running
7	INSPECTION REWINDING M/C	2014	RAJENDRA M/C TOOLS	2014	Running
8	INSPECTION REWINDING M/C	2014	RAJENDRA M/C TOOLS	2014	Running
9	HOT MELT COATING M/C CHINA	RT-30/HA12031004	ZHEJIANG HUAAN MACHINERY CO LTD.	2014	Running
10	HOT MELT COATING M/C CHINA	RT-30/HA13051004	ZHEJIANG HUAAN MACHINERY CO LTD.	2014	Running
11	LABEL SLITTING & DIE CUTTING MACHINE	FQ-320Y	SNM ENTP	2014	Running
12	LABEL SLITTING & DIE CUTTING MACHINE	SMB-320	SNM ENTP	2014	Running
13	EDITING TABLE	2014	UNITY ENG	2014	Running
14	EDITING TABLE	2014	UNITY ENG	2014	Running
15	EDITING TABLE	2014	UNITY ENG	2014	Running
16	EDITING TABLE	2014	UNITY ENG	2014	Running
17	INKJET PRINTING & INSPECTION SYSTEM	LVP1250-FEB-2014	SECURE PRINT DUBAI SHARJAH	2014	Running
18	INKJET PRINTING & INSPECTION SYSTEM	LVP1250-FEB-2014	SECURE PRINT DUBAI SHARJAH	2014	Running
19	INSPECTIONTABLE (FOR DESPATCH)	2014	SNM ENTP	2014	Running
20	INSPECTIONTABLE (FOR DESPATCH)	2014	SNM ENTP	2014	Running
21	INSPECTIONTABLE (FOR DESPATCH)	2014	SNM ENTP	2014	Running
22	INSPECTIONTABLE (FOR DESPATCH)	2014			

---End of Document---