

**Response to the Pre-bid Queries**

**Bid for Selection of Agency for Preparation and issue of Electors Photo Identity Card (EPIC) for Office of the Chief Electoral Officer, Gandhinagar, Gujarat. (Tender No. SWT310120195)**

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to Vendors
	Page No./Section No./ Clause No.	Tender Description		
1		Additional Request	1. Do we have to appoint 2 persons in each taluka & district headquarters?	Successful bidder has to appoint/depute 1 person with one system at each Taluka & 2 Persons with two systems at each District headquarter. (In case the District Head quarter and Taluka Head Quarter are in a same campus then, there will be a single DPL only at District Headquarter).
2	Page No. 6	The successful bidder (agency) has to establish Designated Photography Location (DPL) at Taluka Headquarters and work there, over and above at District Headquarters.	What are the hardware requirement at Designated Photography locations DPL), and how many DPL to be set up with locations?	The hardware requirement was already mentioned in the tender at page no. 28 & DPL to be set up at each Taluka & each District headquarter. (In case the District Head quarter and Taluka Head Quarter are in a same campus then, there will be a single DPL only at District Head Quarter).
3		Additional Request	Who will verify the forms?	Documents will be verified by the Authorized Govt. official / staff.
4		Additional Request	Who will distribute or handover EPIC to elector?	The Offline cards (Cards prepared after Summary or during Continuous Revisions) will be distributed by BLO and online cards will be handed over by Authorized Govt. official / staff at DPL.
5		Additional Request	Instead of Desktop computer can we use laptop?	Yes, Laptop can be used.
6		Additional Request	Lamination machine is required at each center?	Lamination machines will be required to laminate the Miniature Sheet. Successful bidder can keep lamination machines at Districts / Taluka locations or at their office.
7		Additional Request	As we understand from figures given, per day per dpl epic prepared are very low. Then can we have one person and one system per dpl if the volume is less than 50 epic per day?	Successful bidder has to appoint/depute 1 person with one system at each Taluka & 2 Persons with two systems at each District headquarter. (In case the District Head quarter and Taluka Head Quarter are in a same campus then, there will be a single DPL only at District Head Quarter).
8		Additional Request	As no data can be changed in online process, what is the usage of additional vdu?	VDU (Virtual Display Unit) will not be required.
9		Additional Request	If the epics per day on any dpl is less than 25, then we reduce the timing for epic work and make it a part time service?	No Change. As per RFP.
10		Additional Request	Can the spare time of the operator be utilized by offering services of data entry for the forms received during continuous revision?	No Change. As per RFP.

11		Additional Request	If epics prepared are low in a city, can there be a single dpl per city?	Successful bidder has to appoint/depute 1 person with one system at each Taluka & 2 Persons with two systems at each District headquarter. (In case the District Head quarter and Taluka Head Quarter are in a same campus then, there will be a single DPL only at District Head Quarter).
12		Additional Request	Who will keep the custody of Form 001 and who will authenticate it?	Documents will be verified and collected by the Authorized Govt. official / staff appointed at DPL and will be handed over to concerned ERO. The final custody of documents will be with ERO.
13		Additional Request	Who will collect the fees from the public and who will keep the custody of this money and accounting of this money?	Collection of Fees and accounting will be done by the Authorized Govt. official / staff.
14		Additional Request	What would be the maximum time limit for making payment to the bidder and can an interest be given for any late payment? Will the billing cycle be monthly or what? What kind of certification and from whom it is to be obtained and to be submitted to with the bill ?	No Change. As per RFP.
15		Additional Request	Can dpl operation be secured using adhaar enabled thumb of operator plus deputed govt officer in order to avoid any security problems?	Biometric based authentication system will be implemented at possible level.
16		Additional Request	Please provide zone wise dpls required as of today?	DPLs to be established by successful bidder at each Taluka and each District headquarter. (In case the District Head quarter and Taluka Head Quarter are in a same campus then, there will be a single DPL only at District Head Quarter).
17		Additional Request	Please provide how many dpls are producing zero cards since last 15 days and also zone wise list of such dpls.	DPLs to be established by successful bidder at each Taluka and each District headquarter as prescribed irrespective of demand for number of Cards. (In case the District Head quarter and Taluka Head Quarter are in a same campus then, there will be a single DPL only at District Head Quarter).
18		Additional Request	Can there be rate revision year after year as the period of contract is for a period of five years and may get extended for further 2 years?	No
19	Page No. 5 Scope of Work Point no. d	Selected Bidder will depute at-least two trained Computer Professionals at each District Headquarter and Taluka Head Quarters as mentioned-above in the State of Gujarat for personalization/preparation of PVC EPICs. Total Man-power to be provided by successful bidder will be as per the Number of Districts and its talukas in the Zone.	For Online Process of EPICs: There are approximately 295 Nos. Location and at every location, we require to depute 2 Computer Professional. As per total EPICs given in tender doc, the Average no of cards per day per location is very less. It is understood that 1 manpower require for EPIC card printing and considered in card printing cost but 2 <sup>nd</sup> Manpower for searching and printing form 001 should be considered separately for Helpline	Successful bidder has to appoint/depute 1 person with one system at each Taluka & 2 Persons with two systems at each District headquarter. (In case the District Head quarter and Taluka Head Quarter are in a same campus then, there will be a single DPL only at District Head Quarter).

20	Page No. 6 Minimum Infrastructure required at each Head Quarter	Minimum Infrastructure required at each Head Quarter: The selected bidder has to install two Computers (First for Searching details of Electors and for EPIC-001 printing in A4 size and Second Computer for PVC Card Printing)	In view of the above, in financial Bid, Rate for 2 <sup>nd</sup> Manpower (For, Searching) should be added as a separate component (item). We request you to consider as above.	Successful bidder has to appoint/depute 1 person with one system at each Taluka & 2 Persons with two systems at each District headquarter. (In case the District Head quarter and Taluka Head Quarter are in a same campus then, there will be a single DPL only at District Head Quarter).
21		Additional Request	From the figures of card prepared given in tender it seems that in one year cards prepared are about 19,50,000 (total cards in 2 years 2018 & 2019 are 39,03,987)  If we assume that out of 19 lac cards 50% are prepared by online method then it is near about 9,75,000 across Gujarat in all DPL We assume that number of DPL should be 252 talukas + dist HQ 33, i.e. about 285+ DPLs  Working appx days 260 in a year  Per day per DPL output is not more than 13 cards.  The cost of a running DPL per day with 2 pcs, 2 printers (laser and card printer), 2 manpower, consumables etc.. we assume that shall not be less than Rs. 1500/- PER DAY PER DPL  This is how the cost per card is going very high and mainly due to ideal sitting 2 operators.  We request you to include work of data entry of forms like form-6,8 etc.. received during continuous revision and ask for the rate in the price bid. This will help in optimum utilization of man power which will enable us to bring down per card cost.	No
22		Additional Request	It is suggested to have dual bio-matric authentication for starting DPL (one of our operator and one from the govt. office) this will help in preventing unauthorized use of the software.	Biometric based authentication system for starting DPL will be implemented at possible level.
23	Page No. 9 Qualification Criteria no. 4	The bidder must have experience in executing work of similar nature of preparation of at least 5 lac cards like EPICs (PVC), PAN Card, Driving licenses (smart card) or any other identification cards of State Government, Central Government, any PSU or any similar bodies of State or Central Government. (No Sub Contract experience shall be allowed)	As per standard practice in government tenders, Govt./PSU department consider SCOSTA Card for similar work since this experience can fulfill the requirement of same nature of work. Hence we would request you to please consider SCOSTA Card in experience as it is similar or someplace it is better technology. Requested amended clause as below: The bidder must have experience in executing work of similar nature of preparation of at least 5 lac cards like EPICs (PVC), PAN Card, Driving licenses (smart card), SCOSTA card or any other identification cards of State Government, Central Government, any PSU or any similar bodies of State or Central Government. (No Sub Contract experience shall be allowed).	No Change As per RFP
24	Page No. 2 SECTION I: INVITATION FOR BIDS	Bidder/s shall submit Bid security/EMD in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 12 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or	Can we submit one single EMB in the form Bank Guarantee for all 6 zones (6*Rs.2 Lakhs = Rs.12 Lakhs)?	Bidder has to submit Zone wise EMD.

		Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 ( <a href="http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf">http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf</a> ) issued by Finance Department or further instruction issued by Finance department from time to time in the name of "Gujarat Informatics Ltd." payable at Gandhinagar (as per prescribed format given at Annexure A) and must be submitted along with the covering letter.		
25	Page No. 5 SCOPE OF WORK Point no. d	Selected Bidder will depute at-least two trained Computer Professionals at each District Headquarter and Taluka Head Quarters as mentioned-above in the State of Gujarat for personalization/preparation of PVC EPICs. Total Man-power to be provided by successful bidder will be as per the Number of Districts and its talukas in the Zone.	Do we need to depute 2 computer professional at each district headquarters or each Taluk offices in the districts? No clarity in the RIP on this	Successful bidder has to appoint/depute 1 person with one system at each Taluka & 2 Persons with two systems at each District headquarter. (In case the District Head quarter and Taluka Head Quarter are in a same campus then, there will be a single DPL only at District Head Quarter).
26	Page No. 6 SCOPE OF WORK	Preparing Miniature Sheet	Preparation of miniature is mandatory during continuous summary revision?	Yes, Preparing Miniature Sheet is mandatory.
27	Page No. 9 Qualification Criteria no. 5	The bidder should have deployed at least 25 manpower for IT Project in Gujarat.	Kindly ask them to remove this clause: Bidders should have deployed at least 25 manpower for IT projects in Gujarat.	No Change. As per RFP.
28	Page No. 9 Qualification Criteria no. 7	Bidder should have its presence in Gujarat. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open the office in Gujarat within 45 days from the date of issue of work order.	Setting up of office in Gujarat: Need clarification on whether to open office in any place in Gujarat or each zone?	Not in each zone. As per RFP.
29	Page No. 10 Qualification Criteria no. 8	The Bidder will have to submit the sample card. The Sample card should be as per the Commission's Approved PVC Card.	Submission of sample cards from existing projects with live data is prohibited to support as proof of work completion. Can we submit only pre-printed cards?	The Bidder will have to submit the Pre-printed sample card. The Sample card should be as per the Commission's Approved PVC Card.
30	Page No. 10 Qualification Criteria no. 9	No consortium or sub-contracting will be allowed	No Consortium or sub contract is allowed: Does it mean that the this tender is allowing only manufacture cum service provider?	As per RFP.
31	Page No. 16 Terms & Condition no. 31	Award Criteria All the bidders may apply for one or more zones, as mentioned in the RFP. The Tender Committee will award the contract to the successful Bidder zone wise whose bid has been determined as lowest grand	Whether each bidder will be selected Zone wise based the L1 price?	As per RFP.

		total of that Zone (L1 of the Zone). (As shown in Annexure-12)		
32	Page No. 18 Terms & Condition no. 42	Provision of accommodation	Need more clarity on Electricity arrangement a. office for Designated Photography Locations b. How many month DPL operation need to be carried out in a year c. What will be mode of card distribution the electors?	a. Electricity, Space & Furniture will be provided by Department. b. DPLs to be operational on all Govt. working days and during office hours. c. The Offline cards (Cards prepared after Summary or during Continuous Revisions) will be distributed by BLO and online cards will be handover by Authorized Govt. official / staff at DPL.
33		Additional Request	Please give the of EPIC prepared. Separate – Online and Offline Separately.	<b>Revised Annexure-5 is attached</b>
34		Additional Request	We recommend that each bidder has to submit tender specific OEM authorization letter for each critical hardware they will offer for the PVC card printing project.	No Change. As per RFP.
35		Additional Request	We recommend that each bidder has to submit tender specific OEM back-to-back support letter for each critical hardware they will offer for the PVC card printing project to avoid slowdown of the project during the tenure of project. Validity of said letter should cover the entire tenure of the project.	No Change. As per RFP.
36		Additional Request	We recommend that during the execution of project, each successful bidder has to use specific hardware technology which has been offered in the bid to maintain the quality of the project.	No Change. As per RFP.
37		Additional Request	Kind attention is invited to the above referred tender floated by Gujarat Informatics Ltd. For the preparation and printing of electors photo Identity Card for the Office of Chief Electoral Officer, Gujarat. ITI Limited, being the PSU under Department of Telecommunications is keen to associate with your department to offer our quality service and support this requirement ensuring the complete security of data.  ITI was established in 1948 as the India's first Public Sector Unit set up to address the telecommunication equipment needs of the country. With state of the art manufacturing facilities spread across five locations and a countrywide network of marketing / service outlets, the company now offers a complete range of telecom products and solutions to service providers. During the last financial year 2018-19, the company has registered a turnover of Rs. 1894 Crores with a profit of Rs. 111 Crores. The Palakkad Unit of ITI Ltd. Is having world class Smart Card manufacturing infrastructure, which is the only PSU, certified for Rupay and MasterCard personalization. The plant is now equipped with state of the art Smart card assembly and personalization machines, set up with High security in line with specifications of Payment Card Industry and has an exclusive, dedicated, secured IT network for the data management activities. The present monthly capacity is 14 lakhs cards and is upward scalable depending upon customer requirements.  ITI as a CPSU consortium member has already completed the execution of prestigious National Identity project National Population Register (NPR) with O/o Registrar General of India (RGI) as registrar and completed almost 5Cr Aadhaar enrollment against this project. ITI also executed the Marine	No Change. As per RFP.

			<p>Fisheries Identity Project (MHD) for Government of India against which field enrollment was carried out and around 27 lakhs SCOSTA Smart cards were distributed to residents as well as fishermen across the country.</p> <p>With the wide range of experience in the supply of Identity card for the prestigious National Identity projects such as NPR &amp; SECC, ITI would like to extend the manufacturing facility at the unit for the preparation and supply of Election Photo Identity Cards to Gujarat State at most competitive rates. Since our facility is most secured with CCTV surveillance systems, Biometric access control and intrusion detection system, the data handling and card printing can be securely carried out at the unit. Our card printing machines are integrated with Automatic mailer systems also so that the printed cards can be automatically sealed in the envelope and dispatched directly to the end customers.</p> <p>Considering our strength as a PSU, we request your good office to award the project either fully or partially to ITI Ltd on nomination basis so that we can fulfill the delivery commitments within the time schedule. We would be able to match the discovered L-1 rates of the tender and execute the project without compromising the quality of service.</p>	
38		Additional Request	<p>Manufacture Authorized Form (MAF) should be compulsory for all the hardware products which will be used in the project. Each bidder shall have to submit tender specific MAF with their bid to ensure the consecutive support from the manufacturer for the entire project period.</p>	No Change. As per RFP.
39		Additional Request	<p>Once the technology or the products (Brand), which has been proposed by the bidder and accepted by the department, then the technology and product should not be changed by the bidder till end of the contract. So that quality of the supplied cards will be maintained.</p>	No Change. As per RFP.
40		Additional Request	<p>Please let us know approximately how much will be online &amp; offline data from each Center/day?</p>	District wise details are attached in revised Annexure-5
41		Additional Request	<p>We suggest that each bidder must provide tender specific authorization letter from the original equipment manufacturer for the critical hardware they are going to offer so that the reliable critical hardware will be used in the project.</p>	No Change. As per RFP.
42		Additional Request	<p>We suggest that each bidder must provide tender specific support letter from the original equipment manufacturer for the critical hardware they will offer in this tender. This is require to run the project without any trouble.</p>	No Change. As per RFP.
43		Additional Request	<p>As required in the bid document, 2 person is required at each Center to run the Center.</p> <p>Is it compulsory to place 2 person at each center if one person is capable enough to run the center individually?</p>	Successful bidder has to appoint/depute 1 person with one system at each Taluka & 2 Persons with two systems at each District headquarter. (In case the District Head quarter and Taluka Head Quarter are in a same campus then, there will be a single DPL only at District Head Quarter).
44		Additional Request	<p>To maintain the significance of the project, we suggest that successful bidder must use offered hardware only during the entire project duration.</p>	No Change. As per RFP.