

Tender/Bid for Selection of Agency for PRINT SERVICE PROVIDERS for Printing & Personalizing PVC Electors Photo Identity Cards (EPIC)" based on Open Competitive Bidding Process on behalf of Office of the Chief Electoral Officer, General Administration Department (Election Division), Gandhinagar to The Office of the Chief Electoral Officer, Gandhinagar on nProcure (SWT13072026.)				
Pre-bid queries response				
Sr. No.	RFP Reference (Clause & Page No.)	Content of RFP Requiring Clarification	Points of Clarification / Query	Response to the vendor
1	Table-1 pt 3, Page no 24	Experience -Bidder should have had the experience of any kind of PVC Cards with security features of work orders equal to: - 3 completed work orders of Rs 1 crore each or more OR 2 completed work orders of Rs. 2 crores each or more OR 1 completed work order of Rs. 3 crore during last 4 years ending 31.03.2026	We respectfully request to revise the experience criterion as follows: The bidder should have successfully completed experience of PVC Card projects of the following value during the last 4 years ending 31.03.2026: 3 completed projects of ₹20 crores each or more; OR 2 completed projects of ₹25 crores each or more; OR 1 completed project of ₹50 crores or more. Justification: Considering the complexity, and critical nature of the present project, it is requested that the eligibility criteria be aligned to ensure participation of bidders having substantial experience in executing large-scale PVC card projects. The proposed revision will ensure that only technically competent and financially capable bidders with proven expertise in high-value PVC card projects participate, thereby facilitating successful and timely execution of the contract.	Suggestion not accepted, as per bid
2	Table-1 pt 5, Page no 25	Financial Turnover: Annual turnover of the Bidder during the preceding 3 financial years should be at least INR 7 crores from the business of printing PVC cards with security features for Government, PSU, Banks, FIs, etc. in India and/or abroad	We respectfully request to revise the clause as follows: Financial Turnover: Annual turnover of the Bidder during the preceding 3 financial years should be at least INR 50 crores from the business of printing PVC cards with security features for Government, PSUs, Banks, etc., in India and/or abroad. Justification: Considering the scale, volume, and critical nature of the project, it is requested that the minimum turnover requirement be enhanced to INR 50 crores. This will ensure participation of financially strong, established, and experienced bidders with proven capabilities in executing large-scale PVC card projects. The revised criterion will help identify bidders with adequate financial capacity and operational resources, thereby supporting successful and timely project execution.	Please refer/see the revised bid document
3	Table-1 pt 11,, Page no 24	The bidder must have successfully completed PVC card with security features printing projects within India during the last 5 years awarded by Government / PSU banks	We respectfully request to revise the clause as follows: The bidder should have successfully completed PVC card with security features printing projects of aggregate value of at least ₹1 crore within India during the last 3 years, awarded by Government, PSUs, or Banks. Justification: It is requested that the experience criterion be linked to the value of executed projects rather than only the time period. Specifying a minimum project value of ₹1 crore executed within the last 3 years will ensure that participating bidders possess recent and relevant experience in executing projects of comparable scale while maintaining healthy competition among qualified and capable bidders.	Suggestion not accepted, as per bid
4	Table-1 pt 11,, Page no 24	The bidder must have successfully completed PVC card with security features printing projects within India during the last 5 years awarded by Government / PSU banks	We respectfully request to revise the clause as follows: The bidder should have successfully executed PVC card projects with security features in Gujarat State having a minimum cumulative value of ₹1 crore, awarded by Government Departments, PSUs, Banks, or other Government organizations. Documentary evidence in support of the executed projects should be submitted along with the bid. Justification: As the project requires continuous coordination, logistics, field support, and timely execution within Gujarat, it is essential that the bidder has an proven execution experience in the state. PVC card project experience of at least ₹1 crore in Gujarat will ensure that only experienced and capable bidders with adequate local infrastructure and understanding of state-specific requirements participate in the bidding process.	Suggestion not accepted, as per bid
5	Bid Data Sheet(BDS)	5.FOR Destination, Post office of Ahmedabad,delivery of article should be reached at the destination within 10 days of supply of data.	We respectfully request the Tender Authority to kindly clarify the following clause. As per our understanding, all EPIC Cards along with the Welcome Kits are required to be delivered at a single centralized location of the Post Office in Ahmedabad. Kindly confirm whether our understanding is correct.	The delivery destination has already been specified in the RFP. As per NIB Point No. 5 (Page No. 12) and Section-1, Clause 4(b) and Clause 4(i) of the RFP, the successful bidder shall supply the personalised PVC EPICs, Assembly Constituency-wise, to the designated Post Office at Ahmedabad for further dispatch. Further, at the end of Clause 4(i) clearly stipulates that the vendor shall accommodate and comply with any change in the delivery point as may be directed by the Procuring Entity in future, if the need arises. ☐
6	Bid submission end date	Bid submission end date	Kindly extend the bid submission date at least 7 days from the date of publishing pre-bid queries responses	Extended End date is 17.08.2026
7	Section-II 1). Pre - qualification criteria Table-1 S.No 2,Page 24	Category of Bidder: Bidder should be "PVC Card Manufacturer and Security Printer and should have a capacity for personalization Visa Card or Master Card or RuPay or RBI or IBA or PVC Aadhaar Card, having ISO 27001 and ISO 9001 certificates.	Category of Bidder: Bidder should be "PVC Card Manufacturer and Security Printer and should have a capacity for personalization Visa Card or Master Card or RuPay or RBI or IBA or PVC Aadhaar Card or EPIC Card, having ISO 27001 and ISO 9001 certificates. Justification: The scope of work under this RFP primarily relates to the manufacturing, personalization, printing and supply of secure EPIC PVC Cards. EPIC Cards are Government-issued secure identity cards incorporating security features, variable data printing and personalization, similar to PVC Aadhaar Cards and other secure payment/identity cards. Therefore, prior experience in manufacturing and personalizing EPIC Cards is equally relevant and demonstrates the bidder's technical capability to successfully execute the present assignment. Hence, EPIC Card may also be included in the eligible category. This amendment will encourage wider competition without compromising the quality, security or project objectives.	Please refer/see the revised bid document

8	Section-II 1). Pre - qualification criteria Table-1 S.No 5,Page 25	Financial Turnover: Annual turnover of the Bidder during the preceding 3 financial years should be at least INR 7 crores from the business of printing PVC cards with security features for Government, PSU, Banks, FIs, etc. in India and/or abroad	Financial Turnover: Average Annual turnover of the Bidder during the preceding 3 financial years should be at least INR 7 crores from the business of printing PVC cards with security features for Government, PSU, Banks, FIs, etc. in India and/or abroad Justification: Financial capacity is generally assessed on the basis of Average Annual Turnover over the last three financial years, which provides a more balanced assessment of the bidder's financial strength by considering normal business fluctuations. This approach is widely adopted in Government procurements and promotes fair competition without diluting the financial eligibility criteria.	Please refer/see the revised bid document
9	Page no -24- A- Criteria for Pre qualification- Table-1- Sr no 2	Category of bidder - Bidder should be PVC card manufacturer and security printer and should have a capacity of personalization	We respectfully submit that this tender is for the printing and personalization of PVC Elector Photo Identity Cards (EPICs). Companies like ours have extensive experience in executing large-scale smart card printing and personalization projects successfully. The supply of PVC cards can be sourced from any qualified manufacturer, while the core scope of this tender is the printing and personalization services. Therefore, restricting participation only to manufacturers unnecessarily excludes experienced service providers who possess the required technical expertise, infrastructure, and proven track record for executing such projects. This eligibility condition limits fair competition and prevents qualified and experienced bidders from participating, despite their demonstrated capability in delivering similar assignments. We therefore request you to kindly review and remove the clause restricting participation only to manufacturers, and allow experienced smart card printing and personalization service providers to participate in the bidding process	Suggestion not accepted. As per RFP
10	Page 97-Annexure A	Specification of Card- card type-All raw card will be printed on a PVC sheet with a coloured photograph ,material poly vinly chloride , glossy mat finishing (PVC)+Polythene Terephthalate Glycol(PETG)	What is the percentage of PVC and PETG in raw card -like 60/40 , 70/30 etc. please clarify	As per RFP
11	Section III, 6(i), Page no 30	"If the result of testing any one of the sample(s) attached does not conform to the specifications mentioned in the bid and ECI standards/guidelines, then the corresponding bid shall be rejected."	Suggestion: Given standard manufacturing tolerances, we request the authority to allow a minor acceptance quality limit (AQL) rather than outright rejection for a single sample failure, or allow the testing of a secondary batch of samples before disqualification.	Suggestion not accepted, as per bid
12	Section I, 4©, Page no 21	Supply Schedule: "Supply of Personalized Colour PVC EPICs by the vendor: 10 days"	Clarification: Considering the high annual volume of 40 Lakh cards, if a massive data dump is provided at once, a 10-day turnaround may be a bottleneck. Will the data be provided in capped, manageable daily/weekly batches to ensure the 10-day SLA can be realistically met?	Suggestion not accepted, as per bid
13	Section III, 33(1)(a)	"The penalty shall be assessed and levied on each instance of non-compliance of the mentioned tests on a quarterly basis at the rate of 0.1% of the cost of the card (excluding taxes) for the total number of cards in the quarter from which the sample has been picked."	Suggestion: Levying a penalty on the entire quarterly volume for a single sample failure is highly punitive. We request that the penalty be restricted only to the specific lot/batch from which the failed sample was drawn	As per RFP
14	Section IV, 20	"SP shall also be responsible to get web application & all device used in EPIC printing service security audited by STQC or CDAC or Melti Empanelled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate..."	Clarification: Please confirm if this Security Audit Clearance Certificate can be submitted within a reasonable timeframe (e.g., 30 to 45 days) after the issuance of the Letter of Intent (LOI) / Work Order, rather than at the time of bid submission.	Please refer/see the revised bid document
15	Section IV, 14(a)	"100% Payment shall be made as per details mentioned below by the CEO Office within a month's time after receipt of the delivery acknowledgements and positive testing report by the respective DEOs..."	Clarification/Suggestion: Since payment is dependent on the DEO's positive testing report, any delay at the DEO's end will consequently delay our payments. We request the authority to establish a defined timeline (e.g., 7 to 10 days) for the DEO to complete the testing. If the testing report is not provided within this timeframe, the material should be considered "Deemed Accepted," and the payment process should be initiated.	As per RFP
16	Section IV, 25(b) & Section II, Work Distribution	"The amount of performance security/PBG shall be about 5% of total estimated procurement cost..." And "Work Distribution: L1 bidders will get 40% work... L2 & L3 bidders will get 30% work".	Clarification: Given that the total work volume will be distributed among three bidders (40% to L1, and 30% each to L2 and L3), please clarify whether the 5% Performance Bank Guarantee (PBG) is required on the total estimated procurement cost of the project or if it will be calculated proportionally based on the actual work volume allocated to the respective bidder.	Please refer/see the revised bid document
17	Section I, 4(b)	"The vendor is responsible for supplying the personalized PVC EPICs AC wise to the Post office at Ahmedabad, which may be sent by Speed post through the BNPL account formed between CEO and Department of Posts."	Clarification: Please confirm that the vendor's responsibility is strictly limited to delivering and handing over the EPIC kits to the Ahmedabad Post Office, and that the actual dispatch/Speed Post charges will be entirely borne by the CEO Office through its BNPL account.	As per RFP
18	Section IV, 15(II)	"Delivery of Card/Envelope/ Welcome Kit... Penalty: Per day Rs 0.20 penalty for each card after 07 days... Rs 0.40... after 15 days... Rs 0.60... after 25 days"	Clarification/Suggestion: Please clarify if the delayed delivery penalty will be levied only on the specific quantity of cards that are delivered late, or on the total card quantity of the entire Work Order. We request that the penalty be levied strictly on the delayed portion of the supply, rather than the entire Work Order quantity.	As per RFP
19	Section I, Detailed Scope of Work (Point 3 & Note) AND Specifications of Envelope	Page 17: "Envelopes... on 70 GSM Maplitho paper... voter's name, relative name and address... will have to be printed on white self-adhesive sticker paper and affixed on the space provided on the envelope." Page 78: "Secured, protected window type for address & tracking barcode visibility. Window Film - 25 microns... 100 GSM Maplitho paper"	Clarification: There is a direct contradiction between the envelope specifications on Page 17 and Page 78. Page 17 requires a 70 GSM plain envelope with a printed address sticker affixed to it, while Page 78 mandates a 100 GSM envelope with a 25-micron transparent window film. Please clarify the exact final specification (70 GSM vs. 100 GSM) and the required type (affixed printed sticker vs. 25-micron transparent window film) for the EPIC kit envelope.	As per RFP
20	Section I, Detailed Scope of Work (Note) & Specifications of Envelope	Page 17: "The voter's name, name of voter's relative and address with Pin Code and Assembly Constituency Number will have to be printed on white self-adhesive sticker paper and affixed on the space provided on the envelope". Page 78: "Secured, protected window type for address & tracking barcode visibility".	Clarification: There is a direct contradiction regarding how the address should be displayed. A "window envelope" typically requires the address and barcode to be printed directly on the inserted Welcome Letter so it is visible through the transparent window film. However, the scope of work instructs the vendor to print the address on a sticker and affix it to the outside of the envelope. Please clarify the exact operational requirement: Should the vendor print the variable address data directly on the Welcome Letter to be visible through the window, OR should the vendor print it on a sticker to affix on the envelope (which would negate the need for a window)?	As per RFP

21	Section I, 4(a) & 4©	Clause 4(a): "...CEO Gujarat is going to... supply voters' data in PDF format through secure FTP." Clause 4(c): "The DEO will be responsible for providing only those EPIC data of electors which are required to personalize the PVC EPICs..."	Clarification: There is a direct contradiction regarding the source of the data for printing. Clause 4(a) states that CEO Gujarat will provide the data centrally via secure FTP, whereas Clause 4(c) states that the respective DEOs will provide the data. Please clarify the exact mechanism: Will the vendor receive the elector data centrally from the CEO office, or individually from the respective DEO offices?	Either CEO or DEO office or Authority assigned by CEO assigned the data.
22	Section I, 4(a) & Section I, 3 (Sorting of Data)	Clause 4(a): "...CEO Gujarat is going to... supply voters' data in PDF format through secure FTP." Sorting of Data: "The Service Provider is required to sort the received data Pincode-wise."	Clarification: The tender mentions that data will be provided in PDF format and needs to be sorted Pincode-wise. Please clarify the exact file structure and the expected number of files per batch. Will the data be provided as a single consolidated PDF per Assembly Constituency (AC), separate PDFs for each Pincode, or individual PDF files for each elector? Clarification is required to design the automated data sorting and extraction software accurately.	In point Section-I, pt 3 of the RFP For: SORTING OF DATA: "The Service Provider is required to sort the received data Pincode wise. This is to ensure grouping together of all the card meant for delivery to one PIN Code." The above clause stands deleted. Please refer/see the revised bid document
23	Destination	The bidder must deliver the personalized PVC EPICs, welcome letter, voter guide, pledge, and envelope kit to the Post Office at Ahmedabad within the stipulated period.	Kindly confirm the minimum order quantity (MOQ) to be dispatched per lot to the Central Location at Post Office at Ahmedabad (FOR Destination).	No Minimum Order Quantity (MOQ) is prescribed under the RFP, as the successful bidder is required to print and supply personalized PVC EPICs Assembly Constituency-wise based on the data provided by the Procuring Entity at regular intervals
24	Sec.-I, 1. Scope of Work	Detailed Scope of work: 3. We respectfully request the Department to consider the use of a window envelope (window size: 60 mm x 100 mm) for dispatch of the EPIC KIT. This will allow the voter's address, barcode, and Return To Origin address printed on the Welcome Letter to be clearly visible through the window of the envelope, eliminating the additional process of printing and pasting separate address stickers. This approach simplifies operations, reduces handling time, and is an established practice already adopted by several States for EPIC dispatch and widely used by the banking sector.	We respectfully request the Department to consider the use of a window envelope (window size: 60 mm x 100 mm) for dispatch of the EPIC KIT. This will allow the voter's address, barcode, and Return To Origin address printed on the Welcome Letter to be clearly visible through the window of the envelope, eliminating the additional process of printing and pasting separate address stickers. This approach simplifies operations, reduces handling time, and is an established practice already adopted by several States for EPIC dispatch and widely used by the banking sector.	As per RFP
25	Detailed Scope of Work	Delivery to destination within 10 days from supply of data	We request the Department to kindly extend the delivery timeline to 15-20 days from the date of receipt of the data.	As per RFP
26	Card Volume	Year 2025 - 2026 : 40 LAKHS	As per our understanding, the floated RFP is for a 3-year contract period, with an estimated annual quantity of approximately 40 lakh cards. Accordingly, the total estimated volume over the contract period is approximately 1.20 crore cards. Kindly confirm if our understanding is correct.	As per RFP