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**Sub: QUOTATION FOR OUTSOURCING WORK OF "ISSUE OF ID CARDS WITH QR CODE TO SMALL TEA GROWERS"**

Dear Sir(s)/ Madam(s)

1. Tea Board of India, N.E Zonal Office, Guwahati, proposes to out source the work, of printing (both side laminated), issue and dispatch (with instruction manual) of ID Cards with QR code for Small Tea Growers (STGs) in Assam on time-bound contract basis. The work involved is preparation of software for printing of cards, printing and issue of ID Cards with QR Code by utilizing the data from an already existing data base. Quotations are invited from interested and eligible agencies / firms for this purpose. Sealed Quotations addressed to Executive Director, Tea Board, N.E. Zonal Office, 5<sup>th</sup> Floor Housefed Complex, Basistha Beltola Road, Dispur Guwahati-781006 should reach this office latest up to 3.00 PM on 31<sup>st</sup> July 2017.

2. The eligibility conditions for the agency / firms for quoting for the work are as under:-

(a) The firm / agency must be in existence and functional for at least last three years. There must be at least five permanent employees on the firm's / agency's pay roll.

(b) The firm / agency must be working in any of the areas of, preparation and issue of ID Cards (Smart or QR) or providing information technology related services or undertaking annual contract work of similar nature. The preference shall be given to firms having past experience of working on UIDAI/ PAN related work of IT Deptt. or other similar agencies.

(c) The firm/ agency must have executed at least five work of nature as described at 2 (b) above with the Government Organizations (Central Govt. / State Govt./ PSUs /Autonomous Bodies / Statutory bodies etc.). The cumulative value of all such work should not be less than Rs. 10, 00,000.00 per annum in last three years. Minimum one work of value not less than Rs. 5,00,000.00 must have been executed in North East.

3. Quotation for the said work may be submitted in two separate sealed covers as under:-

(a) First sealed cover super scribed "Technical bid for printing and issue of ID cards with QR Code for small tea growers at Tea Board Guwahati" should contain:-.

- (i) Copies of certificates / documents indicating the nature of business being currently handled by the agency / firm.
- (ii) Copies certificates / documents to prove that the agency / firm are in existence for the last three years and have at least five permanent employees on its pay- roll. Profit and loss account / Annual report etc of the agency for last three years may also be enclosed.
- (iii) Copies of the certificates / documents to the effect that the work order /contracts of the either similar or nature as described at 2(b) above with the Government organizations having a cumulative value of Rs. 10,00,000.00 have been executed by the agency. Copies of the certificate /documents certifying that one work of value not less than Rs. 5,00,000.00 have been executed in North East.
- (iv) The firm should submit a satisfactory performance report from at least three Government Departments/ PSU and also income tax clearance certificate and GST registration certificate ;
- (v) Along-with the Technical bid a copy of this Quotation notice is required to be submitted duly signed on each page of the Quotation by the authorized person of the agency.

(b) Second sealed cover super scribed **"Financial bid for printing and issue of ID cards with QR code for small tea growers at Tea Board Guwahati"** should contain the rates in the prescribed format (Annexure-I) enclosed with the quotation notice.

**Notes:-**

1. All the Technical Bids received upto 3.0 PM on 31st July 2017 shall be opened at 4 PM on the same day.
2. The financial bid of only those parties will be opened at 5 PM on the same day, who are found meeting the eligibility criteria.
3. Quotations not furnished in the prescribed form along with stated Annexure will not be entertained.
4. Interested agencies may visit the site, inspect the offices, and ascertain the nature, quality and quantity of work to be performed, by physically visiting this office on any working days before submitting their quotation. It shall be presumed that the agency has acquired complete knowledge regarding the nature, quality and quantity of the work to be handled, irrespective of the fact, whether he has visited the office or not.
5. The decision of the Executive Director, Tea Board, Guwahati, will be final and binding on all concerned.

## TERMS & CONDITIONS OF THE TIME BOUND CONTRACT WORK

### 4. Background information:-

(a) Individual tea growers holding an area up to 10.12 hectares (25 Acres) are considered as Small Tea Growers (STG). Any person intending to plant tea, on land not planted with tea, is required to make an application to Tea Board and obtain permission (Planting permit) to plant tea. Such growers are referred to as registered growers. Approximately 90,000 Nos of STGs are estimated to be existed in Assam.

The process of identification of STGs in Assam started by Tea Board in 2013 and by end of 2016, 85000 small tea growers were identified by collection of individual data for each of the small tea growers and 65000 cards were issued with Bio-metric features. The validity of first batch of card so issued was expired on December 2016. It is now proposed to replace the entire card issued earlier by a card with QR code, keeping the data intact along with the balance small tea growers.

(b) Broadly the work involved in this project is as under:

(1) Preparation of software for printing of cards by taking data from the existing database, supply of card, print materials, preparation and issue (Dispatch by registered post or hand delivery after obtaining receipt) of the ID Card duly laminated on both sides with user instruction manual. The final format and layout of the ID card shall be approved by Tea Board prior to first lot print stage. However the card shall contain (visible) photo, ID No, Name, Address ( PO, Village, District, Pin Code etc) on front side with digital signature of the grower and the issuing authority, area under tea , Dag No/Location and some notes on back side with QR Code.

(2) The data to be used is already available in a data base (excel sheet). The agency will be required to devise the printing software and supply their own infrastructure such as computers, printers and manpower etc to facilitate printing of the cards.

(c) The under - mentioned activities / work have already been undertaken:-

A data base containing the details of the growers district-wise with information such as complete address details, area under Tea, Photograph and Scanned Signature of the grower in Excel Sheet containing approximately 85000 data is available with Tea Board and the same can be used by the agency for printing of cards.

(d) All the remaining work and the activities are now proposed to be out sourced to the agency to achieve the objective as defined in Para 5(b) above within a time frame of six months from date of placement of clear work order / Signing up of MoU /Contract. The agency is free to devise its own methodology of achieving the

desired results and defined objectives, and submit details of such methodology in the Technical Part of the offer. However, irrespective of the fact of the methodology suggested by the agency, under-mentioned activities shall be undertaken and the under-mentioned resources (Human resources, Hardware & Software and other resources) shall be deployed by the agency during the currency of the Contract.

#### 5. General Requirements:

(i) Within a week of commencement of contract, the agency shall collect the available data sheets (softcopy) district-wise from the existing data available at Zonal Office Guwahati. The agency then devise their own software for printing of cards with QR code along with placement of adequate manpower for the same.

(ii) Within the agreed lead time of maximum up-to one month (time interval between commencement of contract and making the resources available) the agency shall start printing of cards and issuance of the same by deploying adequate human resources and hardware required for the same. The printing and dispatch of cards shall have to be done at 6<sup>th</sup> floor of Zonal Office under the supervision of the nodal officer to be appointed by Tea Board for the purpose. The agency shall also appoint a person as supervisor and shall be responsible for overall co-ordination, ensuring satisfactory performance of the assigned tasks and no accumulation of work is occurring. In case of the tasks remaining pending/accumulating than, take suitable timely steps to clear those. He shall also be one point contact for receiving feedback/performance report from nodal officer, on monthly basis.

(iii) **Hardware:** The agency shall be responsible for supply of the hardware including the power backups (UPS) for executing the work uninterrupted.

(iv) At the completion of the project all the hardware deployed by the agency, shall become the agency property (on as is where is basis) and all the software developed and Data generated shall be Tea Board property (agency shall have no right to use the data generated for any purpose, whatsoever)

#### **6. Terms and conditions**

(i) In case the agency requires some lead time (time interval between placement of a clear work order and physical placement of the requisite human and other resources) for arranging the requisite human resources, the same is required to be clearly spelt out in the **Annexure- I**. The lead time should not be more than one month.

(ii). After placing the clear work order the agency shall be responsible for placing the committed resources after the mutually agreed to, lead time. The date of

commencement of Contract shall be reckoned from this date. The entire scope of the work shall be completed in six months, to be extended after mutual agreement beyond six months.

(iii) The normal working hours of the offices are 9 AM to 5-30 PM (with ½ hour lunch break from 1 to 1.30 PM) and the working days are normally 5 days (Excluding Saturdays and Sundays). Deployed HR shall be required to observe these work hours and work days.

(iv) In case the performance of one, more or all of the persons deployed at the specific team is not found satisfactory, the nodal officer shall inform the supervisor, in writing, giving 15 days notice to improve performance. If the nodal officer is still not satisfied he shall give a second notice. On receipt of this second notice the agency shall be responsible for replacing the person, persons or the entire team as the case may be. In case of any dispute the decision of Executive Director, Guwahati shall be final and binding.

(v) The agency shall be responsible for the conduct/integrity of his persons and will also be responsible for any act of commission or omission on their part. The agency and particularly the supervisor will vouch for their character and integrity.

(vi) The agency will not appoint any sub-contractor for the work under any circumstances.

(vii) All stationary, (except stationary for printing ID card), electricity, water etc. shall be provided by the Tea Board and the agency shall not be required to incur any additional expenditure on this account. All other expenses shall be borne by the agency.

(viii) Any dispute regarding the working hours and regarding the compensation to be paid to the personnel deployed will be the responsibility of the agency and no representation will be entertained by the office. The office shall only be responsible for their day to day administration, assigning work to them and taking output from them, as per pre- decided linkages.

(ix) The agency shall be liable for fulfilling requirements as prescribed under Acts/ Laws/ Statutes (such as labour laws and social legislations such as EPF/ESI./ Workmen Compensation, Shop and Establishment Act, Minimum Wages Act/ Payment of wages Act etc) in respect of persons engaged by it or for carrying it's business. The agency shall also reimburse all such contributions, expenses and all other charges/liabilities to which the offices may be held liable in respect of staff employed by him by the authority/court competent for this purpose under the provisions of any of the laws, social legislation in force, as on date, or which may be made applicable subsequently.

(x) The decision of the nodal officer, regarding the satisfactory standard of work shall be final and binding on the agency. The dispute, if any, may be referred to the Executive Director, Guwahati, whose decision shall be final and binding on both parties.

(xi) The mode of payment to the agency shall be:-

The agency will be reimbursed the amount equivalent to the number of cards printed and issued as per the bill raised by them. Since the project is self financing the number of card printed and issued and amount collected thereafter will determine the payment schedule.

(xii) The contract will be valid initially for a period six months. In case the contractor fails to comply with any of the terms and conditions of this contract or commits any breach of contract, this office may cancel the contract by giving reasonable opportunity to show cause and also by giving one month advance notice. In that case, the security deposit, if any or outstanding payments, if any, will be forfeited. In case the agency requires termination of the contract, it may also do so by giving three months advance notice.

(xiii) The job work can be extended with mutual consent for further period, if the services are found satisfactory to cover other areas proposed in phase II of the project i.e. Meghalaya, Arunanchal Pradesh, Tripura etc.

(xiv) The bidders shall not be at liberty to offer his/ her terms and conditions with regard to the tendered work that means the bidder cannot deviate from the terms and conditions given herein. Otherwise, the tenders are liable to be summarily rejected.

(xv) The Competent Authority reserves the right to reject any / all quotations or incomplete quotations without assigning any reason;

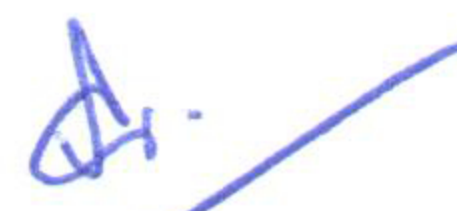
(xvi) The bidder should specifically write that he is not currently black listed by any Govt. Department / PSU /Autonomous Bodies

(xvii) Sealed Quotations will be received up to 31<sup>st</sup> July (3.00P.M.) at the Reception Counter /Quotation Box of the office of the Executive Director, Tea Board, Guwahati. Quotations may also be sent by registered/speed post.

(xviii) T.D.S. as per rules may be deducted from the payment of the contractor.

(xix) Along with Technical Bids a copy of this quotation notice required to be submitted duly signed on each page of the Tender Notice by the contractor/firm.

7. The interested parties/firms meeting all above requirements are requested to kindly send their quotations. The Quotations should be submitted in sealed cover. The technical bids and financial bids are to be submitted separately in two separate sealed envelopes and both these envelopes should be placed in a bigger sealed envelope which should be super scribed as **“Quotation bid for issue of ID cards with QR codes for small tea growers at Tea Board Guwahati”**

  
(Sanjio Kumar)

Executive Director

Annexure -I  
**"PART    OUTSOURCING OF ISSUE OF ID CARDS WITH QR CODES FOR  
 SMALLTEA GROWERS AT TEA BOARD GUWAHATI"**

| FINANCIAL BID |                                                                                                                                                                                                                                                                  |                                    |                                   |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------------|
| SL. NO        | Category                                                                                                                                                                                                                                                         | Quoted rate in Rupees (in figures) | Quoted Rates in Rupees (in words) |
| 1             | One- time mobilization advance required by the agency (if any) (will be adjusted afterwards from the proceeds received from the sale of cards)                                                                                                                   |                                    |                                   |
| 2             | Lead time required by the agency for selection process and pre – induction training. (i.e. time interval between placement of clear and firm order and actual placement of human and other resources at North East Zonal Office Guwahati)                        |                                    |                                   |
| 3.            | A fixed sum (to be quoted by the agency) per ID card with QR code(laminated on both sides) that is generated and gets issued to the STG with a user instruction manual, including the printing cost, delivery cost by Registered Post/Speed Post and other cost. |                                    |                                   |
| 4             | Goods and Services Tax and all other applicable taxes on item No 3 above (Indicate Goods and Service Tax Registration Number also )                                                                                                                              |                                    |                                   |

Signature of the authorized representative