

**OFFICE OF THE REGISTRAR GENERAL AND  
CENSUS COMMISSIONER OF INDIA  
(Government of India, Ministry of Home Affairs)  
Janganana Bhawan, 2/A Man Singh Road  
New Delhi-110011**

**E-Tender No. : D-29012/003/2026Ptg(RG)**

**Dated: 27-07-2026**

**E-TENDER DOCUMENT FOR PRINTING  
(INCLUDING PAPER), BINDING & PACKAGING OF  
USERS' MANUALS FOR SECOND PHASE OF  
CENSUS 2027**

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## SECTION-1

### Notice for Inviting e-Tender

1. For and on behalf of the President of India, the Registrar General & Census Commissioner of India, Ministry of Home Affairs, Government of India invites an open tender (in two bid system) from the Offset Printers **located in India** to print 32,00,000 Users' Manuals in 19 Indian Languages for the second phase of Census, 2027.
  - Time stipulation is the essence of this contract and therefore, Printing and packaging of the aforesaid **manuals** has to commence within seven days from the date of placement of the order and has to be completed within 45 days.
  - Since the volume of printing is large and time available is limited, bidders need to quote for printing & packaging for a minimum of 12,80,000 manuals. Bids with less than 12,80,000 manuals would be treated non-responsive and rejected.
  - **ORGI reserves the right to split the tender and award it to more than one bidder.** The quantity distribution ratio will be decided in reverse proportion of their price bids quoted in original tender.
2. Tender documents may be downloaded from the CPPP e-Procurement Portal <https://eprocure.gov.in/eprocure/app> or the Office of the Registrar General of India website <https://censusindia.gov.in/census.website/en/node/320> as per the schedule given in following **DATE SHEET**:

#### DATE SHEET

|                                               |                               |
|-----------------------------------------------|-------------------------------|
| Published Date & Time                         | 27-07-2026 at 02:00 PM        |
| Bid Document Download Start Date & Time       | 27-07-2026 at 02:30 PM        |
| Seek Clarification start date & time          | 27-07-2026 at 04:00 PM        |
| Seek Clarification end date & time            | 04-08-2026 at 05:00 PM        |
| <b>Pre-bid meeting date &amp; time</b>        | <b>06-08-2026 at 03.00 PM</b> |
| Bid Submission Start Date & Time              | 27-07-2026 at 03.00 PM        |
| <b>Bid Submission Closing Date &amp; Time</b> | <b>17-08-2026 at 02.00 PM</b> |
| Technical Bid Opening Date & Time             | 18-08-2026 at 03.00 PM        |

3. Manual bids shall not be accepted except the original documents/instruments as mentioned in this tender.
4. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>
5. Bidders are advised to follow the 'Instructions for online bid submission' available through the link '**Help for Contractors**' at the e-Procurement Portal <https://eprocure.gov.in/eprocure/app>

6. Bidders are advised to check the CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to the closing date of submission of tender for any corrigendum, addendum, or amendment to the tender document.
7. **Bid Security:** Bid Security (EMD) of **Rs. 40 Lakh (Rupees Forty Lakh only)**, in the form of Insurance Surety Bond, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (in Form 7) or (e-Bank Guarantee) from a commercial bank or payment online in an acceptable form in favour of PAO (Census), MHA, New Delhi. It needs to be delivered in original to the Joint Director (Ptg. ), ORGI, Janganana Bhawan, 2/A Man Singh Road, New Delhi-110011 before the time stipulated against ' Bid Submission End Date and time' as mentioned in the 'Date Sheet'. The Insurance Surety Bond shall be verified from the specific portal created for this purpose. Name & full address of the bidder may be written at the back of the Demand Draft/Banker's Cheque, Fixed Deposit Receipt, Bank Guarantee. Signed and scanned soft copy of the Bid Security instrument must be uploaded to the e-Procurement portal along with other bid documents as prescribed below at Para 9. Bids not received with Bid Security as mentioned above shall be summarily rejected. Bid security shall remain valid for a period of 60 days beyond the final bid validity period. No bidder, irrespective of its category or status, including MSEs and Startups, shall be exempted from submission of the prescribed Bid Security (EMD).
8. **Bid Opening:** Bids will be opened as per date/time mentioned in the **Tender Date Sheet**.
9. **Submission of Tender:**
- 9.1 **The tender shall be submitted online only under two bid systems, i. e. technical bid and financial bid.**
- 9.2 **Technical Bid Packet:** Should contain the following documents:
- Signed and scanned copies of the documents, to be uploaded as per the requirements for the technical qualification bid conditions.
  - Signed and scanned copies of the documents, to be uploaded for the Technical bid as per the checklist given at Para 9. 4.
- 9.3 **Financial Bid Packet:** Signed and scanned copies of the documents, to be uploaded, as per the checklist given at Para 9. 5 for the financial bid.
- 9.4 **Eligibility Criteria, Terms & Conditions:**
- (1) Printing Press should be involved in large scale in-house printing of Publications by offset printing process, Binding and Packaging for the last three years. The average annual turnover of the bidder should not be less than **Rs. 60.0 Crore (Rs. Sixty Crore only)** during last three FYs i.e. 2022-23, 2023-24 & 2024-25.
  - (2) **Printing, gathering, perfect binding and trimming facilities should be available in-house at the bidder's premises. Sub-contracting of core activities including printing and binding shall not be permitted without prior approval of ORGI.**

(3) **Qualification Technical Criterion:**

| Item                                | Criterion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Documents to be Attached/<br>Required Infrastructure                                                                                                                                                                                                        |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EMD Bid Security                    | Account Payee DD/Pay Order/Fixed Deposit Receipt from a Scheduled Commercial bank/Bank Guarantee/Online payment receipt for amount equivalent to EMD as per Para 7 of <b>Section 1</b>                                                                                                                                                                                                                                                                                                                                                                                 | Scanned copy of Account Payee Demand Draft/Pay Order/Fixed Deposit Receipt from a scheduled Commercial bank/Bank Guarantee ( <b>in Form 7</b> ) from a Scheduled Commercial bank as in Para 7 of <b>Section 1</b>                                           |
| Annual Turn Over                    | Minimum average annual turnover during last three financial years i.e. 2022-23, 2023-24 & 2024-25 should be Rs. <b>60.0 Cr.</b> (as per last published P&L Account Statement/Balance Sheet)                                                                                                                                                                                                                                                                                                                                                                            | A certificate from the statutory auditor <b>or</b> Certificate signed by the Company Secretary, along with the P&L Account statement and Balance Sheets and of the last three financial years which are available publicly ( <b>Form 2</b> )                |
| Experience                          | <p>The bidder should have successfully completed similar works for Government Departments, Public Sector Undertakings, Commercial Banks or other eligible organizations, comprising either:</p> <ul style="list-style-type: none"> <li>• one work order of value not less than <b>₹7.00</b> crore, or</li> <li>• two work orders of value not less than <b>₹5.00</b> crore each, or</li> <li>• three work orders of value not less than <b>₹3.50</b> crore each</li> </ul> <p>during any one of the last three financial years i.e., 2023-24, 2024-25 and 2025-26.</p> | Copy of work order(s) and completion certificate from client name, address, e-mail and phone number.                                                                                                                                                        |
| <b>Infrastructure Undertaking</b>   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                             |
| Per day & printing binding capacity | The bidder shall possess adequate in-house infrastructure for printing, folding, gathering, perfect binding, trimming and packaging so as to achieve a <b>minimum effective production capacity of 50,000 (Fifty Thousand) manuals of</b>                                                                                                                                                                                                                                                                                                                              | The bidder shall submit a certificate issued by a Chartered Engineer, <b>not older than six months from the last date of submission of bids</b> , certifying the installed machinery and the corresponding daily production capacity of the printing press. |

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                | <p><b>approximately 210 pages each per working day</b> using the offset printing process.</p> <p>The effective production capacity shall be determined on the basis of the lowest daily production capacity among the individual stages of printing, folding, gathering, perfect binding, trimming and packaging. Therefore, the minimum daily capacity at each of the aforesaid stages shall not be less than 50,000 manuals.</p> | <p>The certificate shall clearly indicate the make, model, year of manufacture (where available), quantity and daily production capacity of each machine deployed for execution of the work. The machine-wise daily production capacity shall be furnished separately for the following production stages:</p> <ul style="list-style-type: none"> <li>▪ Printing</li> <li>▪ Folding</li> <li>▪ Gathering</li> <li>▪ Perfect Binding</li> <li>▪ Trimming</li> <li>▪ Packaging</li> </ul> <p>The Chartered Engineer shall also certify the effective daily production capacity of the bidder, which shall be determined based on the lowest daily production capacity among the above production stages. The effective production capacity so certified shall not be less than 50,000 manuals per working day. The certificate shall bear the name, signature, registration number, seal and contact details of the Chartered Engineer.</p> |
| Verification of Infrastructure | <p>The infrastructure, machinery, equipment, production capacity and other facilities declared by the bidder shall be available at the bidder's premises and shall be liable to physical verification by ORGI.</p>                                                                                                                                                                                                                 | <p>All documentary evidence in support of the infrastructure, machinery and production capacity claimed in the bid shall be duly authenticated by the Authorized Signatory of the bidder under the official seal of the firm. ORGI may physically verify the infrastructure after technical evaluation, before award of work or at any stage during execution of the contract. Any discrepancy, false declaration or misrepresentation noticed during verification shall render the bid/contract liable for rejection/cancellation and such other action as deemed appropriate by ORGI.</p>                                                                                                                                                                                                                                                                                                                                               |

|                          |                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pre-Printing             | Facility of composing through DTP system for languages with designing facility and CTP (Computer to Plate)                                                                                                                                                                                                                                                                                                  | In-house, owned by the bidder                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Process Section          | Fully equipped Process Section including color scanning, automatic Film Processor and Automatic Plate Processor                                                                                                                                                                                                                                                                                             | In-house, owned by the bidder                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Offset Printing Machines | (a) Four Color Automatic Sheet Fed Offset Machines: A-1 Size - Min -2<br>(b) Four Color Automatic Web Offset Machine: A-1 Size -Min- 2                                                                                                                                                                                                                                                                      | In-house, owned by the bidder. The bidder should demonstrate a minimum printing capacity of 1.5 crore A-4 impressions per day.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Binding                  | (a) Automatic Folding Machine of A-1 - Two<br>(b) Cutting Machines 42" - Two<br>(c) Three Knife Trimmer - One<br>(d) Gathering Machine (min. 12 stations) - Two<br>(e) Adequate curing/storage space for bound books(g)<br>(f)Automatic Six Clamp Perfect Binding Machine - Min. Two<br>(g) Combined perfect binding capacity should not be less than 50,000 books per day.<br>(h) Lamination Machine - One | In-house, owned by the bidder                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Packaging of Manuals     | <ul style="list-style-type: none"> <li>• Automatic Carton Sealing Machine</li> <li>• Shrink Wrapping Machine</li> <li>• Automatic Strapping Machine</li> <li>• Palletization and Material Handling</li> <li>• Truck Loading Vehicles and racks</li> </ul>                                                                                                                                                   | <ul style="list-style-type: none"> <li>• The bidder shall possess at least one automatic or semi-automatic carton sealing machine.</li> <li>• The bidder shall possess at least two automatic or semi-automatic shrink wrapping machine with heat tunnel for shrink wrapping of packed corrugated cartons.</li> <li>• The bidder shall possess at least two automatic carton strapping machines.</li> <li>• Adequate palletization and material-handling facilities shall be available for movement and storage of packed cartons awaiting dispatch.</li> <li>• The bidder shall possess at least two Truck Loading Vehicles and two racks</li> </ul> |
| Paper Stock              | • Sufficient Paper Stock                                                                                                                                                                                                                                                                                                                                                                                    | • The bidder shall furnish proof                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

|               |                                                                                                 |                                                                                                                                                                                 |
|---------------|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|               |                                                                                                 | of availability of at least 100 MT of maplitho/ art paper through own stock, purchase orders, supply agreements or stock certificates from paper mills/authorized distributors. |
| Power Back up | Generator backup should be available for un-interrupted power supply to all machines/equipments | In-house, owned by the bidder                                                                                                                                                   |

(4) **Other Documents to be attached along with Technical Bid:**

| Sl. No. | Description                                                                                                                          | Documents required                                                                                                                                                                                                                       | Whether enclosed (Yes/No) Page No. |
|---------|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| a.      | Ownership documents of the organization, which should have been operating for last three years                                       | Copy of Ownership document in case of Proprietorship concern or Partnership deed in case of Partnership concern or the Certificate of Incorporation, Memorandum and Articles of Association in case of a Company at least three year old |                                    |
| b.      | Technical Bid Submission Letter                                                                                                      | Signed copy of the Technical Bid Submission Letter in <b>Form 1</b>                                                                                                                                                                      |                                    |
| c.      | Paper specifications for 80 GSM Maplitho printing paper                                                                              | The printer shall adopt IS 1848 (Part I) 2018 standards and min. 85% brightness & 90% Opacity for paper specifications & give an undertaking to this effect                                                                              |                                    |
| d.      | Bidder's operative Bank account details (Current Bank Account)                                                                       | Scanned copy of certificates from bank of operative account and bidder's declaration in <b>Form 3</b> , along with a cancelled Cheque/Bank Statement                                                                                     |                                    |
| e.      | The Bidder should not be blacklisted by Central / State Government or any undertaking/institution under government control in India. | Undertaking from an authorized signatory of the firm to this effect as per format placed at <b>Form 4</b>                                                                                                                                |                                    |
| f.      | Non -Disclosure agreement                                                                                                            | Scanned copy of Non -Disclosure agreement as per format at <b>Form 5</b>                                                                                                                                                                 |                                    |
| g.      | Permanent Account No.                                                                                                                | Copy of the PAN Card                                                                                                                                                                                                                     |                                    |
| h.      | GST Certificate                                                                                                                      | Copy of Registration                                                                                                                                                                                                                     |                                    |
| i.      | Compliance to infrastructure and equipments installed in Press as detailed in Clause 9. 4(2)                                         | A list of machines and equipment's installed in Press with date of installation, technical specifications, make, specifying the color i. e. whether the Machine is of one color or more than one color                                   |                                    |

|    |                                                             |                                                                                                                                                                                                                                                                                                                                                                                       |  |
|----|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| j. | Bid Security                                                | Bid Security Form duly signed as per <b>Form 7</b>                                                                                                                                                                                                                                                                                                                                    |  |
| k. | Fraud & Corrupt Practices                                   | Undertaking on Fraud & Corrupt Practices duly signed & verified on judicial stamp paper as per <b>Form 8</b>                                                                                                                                                                                                                                                                          |  |
| l. | Integrity Pact                                              | The bidder shall submit the Integrity Pact, duly signed by the authorised signatory, along with the Technical Bid. Failure to submit the duly signed Integrity Pact shall render the bid non-responsive as per <b>Form 10</b> .                                                                                                                                                       |  |
| m. | Space for booking by the DoPosts                            | Undertaking that the Bidder will provide sufficient space along with internet connectivity to DoPosts/ Postal Agency for opening of its Kiosk during dispatch time. The bidder shall have adequate covered storage space of at least 10,000 sq. ft. (or proportionate to quantity allocated) for storage of printed and packed manuals awaiting dispatch through Department of Posts. |  |
| n. | RFP document                                                | Signed copy of the Tender Document                                                                                                                                                                                                                                                                                                                                                    |  |
| o. | Annual Income Tax Return of last three years                | Copies of income tax returns for the FYs 2022-23, 2023-24 & 2024-25                                                                                                                                                                                                                                                                                                                   |  |
| p. | All risks insurance policy                                  | Copy of All risks insurance policy covering risks, i. e. house breaking, burglary, fire, theft, flood, strike, riots, etc.                                                                                                                                                                                                                                                            |  |
| q. | Registration under Factory Act (if admissible)              | Copy of Registration (if applicable)                                                                                                                                                                                                                                                                                                                                                  |  |
| r. | Pollution Control                                           | Paper relating to Pollution Control                                                                                                                                                                                                                                                                                                                                                   |  |
| s. | Printing Press should not be situated in a residential area | An undertaking that the Printing Press is not situated in a residential area                                                                                                                                                                                                                                                                                                          |  |
| t. | Power of Attorney in the name of the Authorized Signatory   |                                                                                                                                                                                                                                                                                                                                                                                       |  |

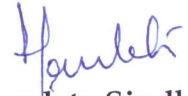
**Note:** 1. The eligibility criteria, technical qualification criteria, experience, annual turnover, production capacity, infrastructure, quality requirements and delivery schedule prescribed in this RFP are essential conditions of the contract considering the time-bound and critical nature of Census 2027. Accordingly, no relaxation or exemption in these essential requirements shall be admissible to any bidder, including MSEs/Start-ups.

2. ORGI, through its representatives/Inspection Committee, may physically verify the infrastructure, machinery, equipment, manpower and production capacity declared by the bidder after technical evaluation, before opening of the financial bid, before placement of the Work Order, or at any stage during execution of the contract. Any discrepancy, false declaration or suppression of facts noticed during such verification shall render the bid liable for rejection and, if detected after award, may result in cancellation of the contract, forfeiture of Performance Security and such other action as deemed appropriate by ORGI.

9.5 Checklist of Annex/Appendix to be enclosed with the Financial Bid:

| Sl. No. | Description/Document Required                                                                                        | Whether enclosed (Yes/No)<br>Page No. |
|---------|----------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| (a)     | The financial bid format given in <b>Section 7</b> is provided as <b>BoQ_ORGI_Ptg.xls</b> along with tender document |                                       |

10. **Contact Information:** For any clarifications, bidder may contact to **Joint Director (Ptg.), ORGI, Ministry of Home Affairs, 6<sup>th</sup> Floor, Janganana Bhawan, 2/A Man Singh Road, New Delhi-110011, Phone: 011-23033607, e- mail: sandeeprai.rgi@gov.in.**
11. **Pre-Bid Meeting:** A pre-bid meeting will be held on **06-08-2026 at 03.00 PM** at the ORGI, Ministry of Home Affairs, Janganana Bhawan, 2/ A Man Singh Road, New Delhi-110011 to sort out clarifications/ doubts, if any, before submission of the tender.
12. **Verification of documents:** For verification of documents, the bidder shall be required to produce/show the original documents, if required on receiving request (s) from ORGI. The firm shall report with all originals to the ORGI on specified date and time. Failure on the part of the firm to report on specified date and time may result in rejection of the tender submitted, without further communication.



**(Hemlata Sindhura)**  
Joint Director (HoO)

For Registrar General & Census Commissioner of India  
ORGI, Ministry of Home Affairs,  
6th Floor, Janganana Bhawan,  
2/ A Man Singh Road, New Delhi-110011  
**e-mail: hemlata. rgi@gov. in**

हेमलता सिंधुरा/HEMLATA SINDHURA  
संयुक्त निदेशक एवं कार्यालय प्रमुख/Joint Director and Head of Office  
भारत के महारजिस्ट्रार एवं जनगणना आयुक्त का कार्यालय  
Office of the Registrar General & Census Commissioner of India  
गृह मंत्रालय/Ministry of Home Affairs  
जनगणना भवन, 2/ए, मान सिंह रोड, दिल्ली-110011  
Janganana Bhawan, 2/A, Man Singh Road, New Delhi-110011

## SECTION - 2

### GENERAL BACKGROUND

#### 2. Background

2.1. The Office of the Registrar General of India (MHA) is responsible for the conduct of the decennial Population Census in the country. The Census of India 2027 (16<sup>th</sup> in the series and 8<sup>th</sup> after independence) will take a count of the population of more than 140 Crore individuals cross-classified by several key demographic and socio-economic variables.

2.2 Census Operations in India are carried out in two phases, i) Houselisting & Housing Census and ii) Population enumeration. To capture the data, two main schedules viz. 'Houselisting & Housing Census Schedule' and Household Schedule' are canvassed during the census operations.

2.3 Users' Manuals contains all essential information for the census functionaries especially enumerators & supervisors to facilitate them in filling of the schedules and abstracts. These manuals includes a description of the roles, responsibilities and rights of census functionaries, legal provisions under Census Act, 1948 and the methodologies for conducting Population Enumeration.

2.4 **Population Enumeration:** The Population Enumeration is the second phase of the Census and is undertaken to collect comprehensive information of every individual residing in the country. It provides reliable and up-to-date demographic, social, economic, cultural and migration-related data, which form the basis for evidence-based policy formulation, development planning, programme implementation and evaluation at the national, State and local levels. The data generated through Population Enumeration are extensively used for the delimitation of constituencies, allocation of resources, preparation of population projections, assessment of socio-economic indicators and formulation of welfare programmes by the Union and State Governments, academic institutions, research organizations and other stakeholders.

2.5 **Job Requirements:** Offset Printing (including paper), binding and packaging of about 32,00,000 (Thirty two lakh only) Users' Manuals of about 210 pages required for the Second Phase of Census 2027. **The quantity (number of pages & number of manuals) may vary up to 30%, however, the payment will be made as per approved per unit rate.** These manuals are to be printed in about 19 languages namely, Assamese, Bengali, Hindi, English, Garo, Gujarati, Kannada, Khasi, Konkani, Malayalam, Manipuri, Marathi, Mizo, Nepali, Odia, Punjabi, Tamil, Telugu and Urdu. Printed manuals are to be packed in corrugated boxes as per technical specifications in **Annexure-II** and **shrink wrapped** for transportation to the consignee through the Department of Posts. The printer will inform in writing that the shipment is ready for dispatch.

## SECTION – 3

### 3. INSTRUCTIONS FOR SUBMISSION OF ONLINE BIDS

**3.1 General Instructions:** The bidders are required to submit the soft copies of their bids electronically on the Central Public Procurement (CPP) Portal i. e. <http://eprocure.gov.in/eprocure/app> using valid Digital Signature. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

#### 3.1.1 Registration:

- i. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal by using the “Online Bidder Enrollment” option available on the home page. Enrolment on the CPP Portal is free of charge.
- ii. During enrolment/ registration, the bidders should provide the correct/ true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors/ bidders through email-id provided.
- iii. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iv. For e-tendering, possession of a valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from any Certifying Authority recognized by CCA India.
- v. Upon enrolment on the CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- vi. Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.
- vii. Bidders can then login to the site through the secured user ID and the password of the DSC/e-Token.

#### 3.1.2 Preparation of Bids

- i. For preparation of bids, Bidders shall search the tender from the published tender list available on site and download the complete tender document and should take into account corrigendum, if any, published before submitting their bids.
- ii. After selecting the tender document same shall be moved to the ‘My favourite’ folder of bidders account from where bidder can view all the details of the tender document.
- iii. Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidders shall note the number of covers in which the bid documents have to be submitted, the number of documents – including the names

and the content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.

iv. Any pre-bid clarifications, if required, the same may be obtained online through the tender site, or during pre-bid meeting.

v. Bidders can update well in advance, the documents such as experience certificates, Annual Report, PAN, GST & other details, etc. , under "My Space/ Other Important Document" option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

### **3. 1. 3 Submission of bids:**

i. Bidder should log into the site well in advance for bid submission so that he/ she upload the bid in time i. e. on or before the bid submission time.

ii. Bidder should prepare the EMD as per the instructions specified in the tender document. The details of the DD/BC/BG/ others physically sent should tally with the details available in the scanned copy and the data entered during the bid submission time. In case, the bidder is exempted under GFR 2017, the copy of the exemption certificate needs to be submitted. Failure to do so will invite rejection of bid.

iii. While submitting the bids online, the bidder shall read the terms & the conditions (of CPP portal) and accepts the same in order to proceed further to submit their bid.

iv. Bidders shall select the payment option as offline to pay the EMD and enter details of the DD/BC/BG/others.

v. Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.

vi. Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.

vii. If price quotes are required in XLS format, utmost care shall be taken for uploading Schedule of quantities & Prices and any change/ modification of the price schedule shall render it unfit for bidding.

viii. Bidders shall download the Schedule of Quantities & Prices in XLS format and save it without changing the name of the file. Bidder shall quote their rate in figures in the appropriate cells, thereafter save and upload the file in financial bid cover (Price bid)only.

ix. Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.

x. After the bid submission (i. e. after Clicking “Freeze Bid Submission” in the portal), the bidders shall take print out of system generated acknowledgement number, and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.

xi. Bidders should follow the server time being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc. , in the e-tender system.

xii. All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.

**3. 1. 4. Assistance to Bidders:**

i. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

ii. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. Toll Free Number: 1800-3070-2232. Mobile Numbers: 07878007972 / 07878007973.

## SECTION - 4

### INSTRUCTIONS TO THE BIDDERS

#### 4.1 Procedure for submission of Bids:

4.1.1 The Bid response should be submitted online only as per instructions for Online Bid submission contained in Section 3 of Tender Document. The tender response shall be submitted online only under two bid systems i. e. Technical Bid Packet and Financial Bid Packet, as detailed above in Section 1.

**4.1.2 The documents in Technical and Financial Bids should be page numbered in respective Bid and contain the list of contents with page numbers. Deficiency in documentation may result in the rejection of the Bid.**

**4.2 Cost of Bid Document:** The Bidder shall bear all costs associated with the preparation and submission of its bids, including cost of presentation for the purposes of clarification of the bids, if so desired by the ORGI. The ORGI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

#### 4.3 Contents of the Bid Document

4.3.1 The Schedule of Requirements of the Goods required, Bid procedures and contract terms are prescribed in the RFP Document which contains the following Sections:

- a. Section 1: Notice for Inviting e-Tender
- b. Section 2: General Background
- c. Section 3: Instructions for submission of online bids
- d. Section 4: Instructions to the Bidders
- e. Section 5: Job Requirements
- f. Section 6: General Conditions of Contract (GCC)
- g. Section 7: Price Bid/Financial Bid
- h. Section 8: Standard Forms
- i. Section 9: Annexures

4.3.2 The Bidder is expected to examine all the instructions, forms, general terms & conditions, and Job Requirements in the Bid Document. Failure to furnish all information required in the Bid Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the Bidder's risk and may result in rejection of the Bid.

**4.4 Clarification of Bid Document:** A prospective Bidder requiring any clarification of the Bid Document may notify ORGI in writing at the ORGI's mailing address indicated in Para 10 of Section 1. The queries must be submitted in Microsoft Excel format as follows:

| Sl. No. | Section | Clause No. | Page No. | Provision in the clause | Clarification Sought |
|---------|---------|------------|----------|-------------------------|----------------------|
|         |         |            |          |                         |                      |

ORGI will respond in writing, to any request for clarification of the Bid Document, received not later than the date prescribed at Para 2 of Section 1. The ORGI's response (including an explanation of the query, but without identifying the source of inquiry) to clarifications will be uploaded on e-Procurement Portal/ORGI's portal.

4.5 **Amendment of Bid Document:** At any time prior to the last date and time for receipt of bids, the ORGI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by amendment. The amendment will be notified through e-Procurement Portal/ORGI's portal and will be binding on the bidders.

4.6 **Extension of bid submission date:** In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the ORGI may, at its discretion, extend the last date for the receipt of Bids.

4.7 **Language of Bids:** The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged between the Bidder and the ORGI, shall be written in the **English** language only, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

4.8 **Documents Comprising the Bids:** The Bids prepared by the Bidder shall comprise of the following components:

4.8.1 **Technical Bid Packet:** Should contain signed and scanned copies of all the documents as per Section 1 of the RFP.

4.8.2 **Financial Bid Packet:** Signed and scanned copies of the documents, to be uploaded, as per Section 1 of the RFP.

4.9 **Bid Prices:** The Bidder shall provide, in the proforma prescribed at **Section 7**, the unit prices and total Bid Prices of the Goods/ Services in **Indian Rupees (INR)**, it proposes to provide under the Contract. Total price also needs to be mentioned in the words too. The Bidder shall prepare the bid based on details provided in the Bid documents. Bidder shall carry out the design in accordance with the requirements of the Bid document and it shall be the responsibility of the Bidder to fully meet all the requirements of the Bid document.

4.10 **Firm Prices:** The prices quoted by the bidder shall be firm and final and shall remain valid throughout the validity of the contract. No escalation or revision in the quoted prices shall be permitted on any account whatsoever during the execution of the contract. The bidder shall quote the prices in the prescribed Financial/Price Bid format. The quoted prices shall be inclusive of all costs and charges relating to the execution of the work, including packaging, forwarding, loading, unloading, transportation, insurance, handling charges, duties, levies and all other incidental expenses, except the applicable GST, which shall be indicated separately in the Financial Bid. The Financial Bid shall be unconditional and shall not contain any qualifications or conditions. Any conditional Financial Bid shall be liable to be rejected. In the event of any change in the rate of applicable statutory taxes and duties after the last date of submission of bids and during the validity of the contract, the reimbursement or recovery of such taxes and duties shall be regulated only to the extent of the actual variation in accordance with the applicable statutory provisions and Government instructions in force.

4.11 **Discount:** The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately,

will not be taken into account for evaluation purpose.

**4.12 Bidder Qualification:** The individual(s) signing the Bid or other documents in connection with the Bid must attach the Power of Attorney in his/their name as a part of Pre-qualification Bid. In case of non-submission of valid Power of Attorney with Pre-qualification Bid, the Bid is liable to be rejected.

#### **4.13 Bid Security**

4.13.1 The Bidder shall furnish, as part of its bid, a bid security of the amount mentioned in Section 1 of the RFP.

4.13.2 The bid security is required to protect the ORGI (MHA) against the risk of Bidder's conduct which would warrant the security's forfeiture.

4.13.3 The bid security shall be denominated in Indian Rupees only, and shall be in the form of Insurance Surety Bond, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (**in Form 7**) or (e-Bank Guarantee) from a commercial bank or payment online in an acceptable form in favour of PAO (Census), MHA, New Delhi. The Insurance Surety Bond shall be verified from the specific portal created for this purpose.

4.13.4 Any bid not secured in accordance with the RFP will be treated by ORGI as non-responsive and would be liable to be rejected.

4.13.5 Bid security of unsuccessful Bidder's will be discharged/returned as promptly as possible, within 30 days after the expiration of the period of bid validity prescribed by the ORGI or finalization of the contract whichever is later.

4.13.6 The successful Bidder's bid security will be discharged upon the bidder executing the contract and furnishing the performance security.

4.13.7 The bid security may be forfeited in the following cases:

- if a Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid; or
- in the case of a successful Bidder, if the Bidder fails;
  - to submit the acceptance of the Letter of Intent in accordance with **Clause 4.35**; or
  - to furnish performance security in accordance with **Clause 4.36**.

4.13.8 Bid security shall remain valid for a period of 60 days beyond the final (original or extended) bid validity period.

#### **4.14 Period of Validity of bids**

4.14.1 Bids shall remain valid for **180 days** after the date of opening of Technical Qualification Bids or as prescribed by the ORGI. A bid valid for a shorter period may be rejected by ORGI.

4. 14. 2 In exceptional circumstances, the ORGI may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The validity of bid security provided under Clause 4.13 shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder agreeing to the request will not be required, nor permitted to modify its bid.

4. 15 **Signing of Bid:** The bid needs to be digitally signed.

4. 16 **Revelation of Prices:** Prices in any form or by any reason before opening the Financial Bid should not be revealed, failing which the offer shall be liable to be rejected.

4. 17 **Tax Registration Certificate:** Bidder shall submit the copy of the GST registration certificate as per technical qualification Bid requirement.

4. 18 **Terms and Conditions of Bidders**

- Any deviation proposed in terms and conditions of the Bidders will not be considered as forming part of their Bids. In case, the terms and conditions of the contract applicable to this RFP are not acceptable to any Bidder, he should clearly specify deviation in his Technical Bid.
- The Bidder should note, that, in case any of the deviation (s) or assumption (s), indicated by the Bidder in its Technical/ Financial Bid is/are not acceptable to the ORGI, in such eventuality the Bidder shall have to withdraw such deviation (s)/ assumption (s) failing which the Bid (s) of the Bidder shall be liable to be rejected.

4. 19 **Local Conditions**

- It will be imperative on each Bidder to fully acquaint himself with the local conditions and factors, which would have any effect on the performance of the contract and / or the cost.
- It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the bidding documents. The ORGI shall not entertain any request for clarification from the Bidder regarding such local conditions.
- It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever, including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the ORGI and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the ORGI on account of failure of the Bidder to appraise themselves of local laws /conditions.

4. 20 **Headings:** The headings of conditions hereto shall not affect the construction thereof.

4. 21 **Conditions for Technical Qualification of Bidders:** In addition to documents required as per Section 1, the following will also be required:

- Based on these conditions and documents furnished in the Technical Bid of the tender, the technical evaluation would be done by the Committee. The Price Bid would only be opened in respect of the tenderers who qualify in the technical evaluation.
- The paper as well as packaging material of the finished product will be tested in the Govt. Labs. / Govt. Institutes. Any deviation in the paper and packaging material will attract the penalty on the total cost of Work Order issued by the ORGI and will be deducted from the printer's bill as per penalty clause of this tender.

**4. 22 Last Date for Receipt of bids:** The Bidder should submit their online bids, in time, as specified in DATE SHEET of Section 1 of Tender Document to avoid any technical issues at the last moment. However, the ORGI may, at its discretion, extend the last date for the receipt of bids.

**4. 23 Modification and Withdrawal of bids:** A bidder may modify or withdraw his bids before expiry of time of submission of bids.

**4. 24 Address for Correspondence:** The Bidder shall designate the official mailing address, place, e-mail id and telephone number to which all correspondence shall be sent by ORGI.

**4. 25 Opening of Bids:** ORGI will open the Bids at the time, date and place, as mentioned in Section 1 of this Document. On the basis of information furnished in the Technical Qualification Bid, Bidders will be qualified.

**4. 26 Clarifications:** When deemed necessary, the Tender Committee/ORGI may seek clarifications only on technical matters, but not on commercial/financial matters from the Bidder.

**4. 27 Preliminary Examination**

- ORGI will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- A bid determined as not substantially responsive will be rejected by the ORGI and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- ORGI may waive any minor informality or 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.

**4. 28 Contacting ORGI:** No Bidder shall contact the ORGI on any matter relating to its Bid, from the time of the financial bid opening to the time the Contract is awarded. Any effort by a Bidder to influence the ORGI's Bid evaluation, Bid comparison or Contract award decisions may result in rejection of the Bidder's Bid.

**4. 29 Post Qualification:** ORGI will determine to its satisfaction whether the Bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform

the Contract. This determination will take into account the Bidder's financial, technical, implementation and post-implementation capabilities. It will be based upon an examination of the documentary evidence submitted by the Bidder as per Bid requirement and Check List as well as such other information as the ORGI deems necessary and appropriate. An affirmative determination will be a prerequisite for the award of Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event; the ORGI will proceed to the next best evaluated bid to make a similar determination of that Bidder's capability to perform satisfactorily.

#### 4. 30 **Criteria for Evaluation of bids:**

4. 30. 1 **Technical Evaluation:** The responsive bids will first be evaluated for technical compliance by the Tender Purchase & Evaluation Committee (TPEC). Non-submission of essential documents will result in, a bid liable for disqualification at the technical evaluation stage. Any discrepancy between declared and actual infrastructure, manpower, machine ownership or production capacity observed during inspection shall render the bid liable for rejection, forfeiture of Bid Security and debarment proceedings.

#### 4. 30. 2 **Evaluation of Financial Bids:**

- a. Bids determined to be substantially responsive will be checked by the Committee.
- b. Financial bids of **only** technically qualified firms will be opened.
- c. ORGI shall evaluate the financial bids of eligible bidders (qualifying technical bids) to determine the L-1 bidder as under:

**{L-1= lowest of sum of Item 1 to Item 3 in (Col. 8)} of Annexure-I**

d. ORGI will award the Contract to the successful Bidder whose bid has been determined to be technically qualified and has been determined as the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily. The ORGI will, however, not bind itself to accept the lowest evaluated bid or any bid and reserves the right to accept any bid, wholly or in part on reasonable ground.

e. The quantity of work allotted to the successful printers would be based on their print bids (number of manuals for which bid has been made) and capacity to print, as declared by the printer and verified by the ORGI. However, in view of the large volumes of the contract and strict timelines for completion, the ORGI reserves the right to split the tender amongst a multiple bidders.

4. 31 **Pre-award Verification:** ORGI may constitute an Inspection Committee to verify the infrastructure, machinery, manpower, stock of paper, production capacity and other facilities declared by the shortlisted bidders. The verification may be carried out after technical evaluation, before opening of the financial bid, before placement of the Work Order or at any stage during execution of the contract. The bidder shall provide unrestricted access to the inspection team along with all relevant records. Any discrepancy between the information furnished in the bid and the actual infrastructure/facilities found during inspection shall render the bid liable for rejection. If such discrepancy is detected after award of work, ORGI shall have the right to cancel the contract, forfeit the

Performance Security and take appropriate action, including debarment, as per the provisions of the tender document.

**4.32 Award of work:** The L-1 bidder will be awarded minimum 40% of the procurable quantity or full quantity for which he has bid, whichever is lower. The L-2 bidder would then be asked to match the L-1 rate. In case, L-2 matches the rate quoted by L-1, he/she would be awarded the quantity he/she has bid for subject to his/her capacity or the quantity decided by TEPC. If L-2 does not match the L-1 rate, the L-3 bidder would be asked to match the L-1 rate. In case L-3 bidder matches the L-1 rate, he/she would be awarded the quantity for which he made the print bid or equal to his capacity or the quantity decided by TEPC and so on. The process of awarding of work will continue in this manner and will be concluded if a desired number of printers are covered and the entire volume of work is exhausted. The balance quantity, left after awarding the work to L1, will be distributed to second, third and more bidders in reverse proportion of the rates initially quoted by them in tender or as decided by TPEC.

**4. 33 ORGI's Right to vary scope of Contract at the time of the Award:** ORGI may at any time, by a written order given to the Bidder, make changes within the general scope of the Contract. Accordingly, ORGI reserves the right to place repeat order (s) of up to 30% of the Contract value.

**4. 34 ORGI's Right to accept any bid and to reject any or all bids:** The ORGI reserves the right to split the tender and award among two or more bidders. The ORGI also reserves the right to accept any bid, and to annul the Bid process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the ORGI's action.

**4.35 Issue of the Letter of Intent:** Upon approval of the competent authority, ORGI shall issue a Letter of Intent (LoI) to the successful bidder intimating the acceptance of its bid. The successful bidder shall, within seven days or within such period as may be specified in the LoI, from the date of issue of the LoI, submit:

- i. the prescribed Performance Security and
- ii. its unconditional acceptance of the Letter of Intent in the prescribed format.

Failure to submit the Performance Security and acceptance of the Letter of Intent within the stipulated period may result in cancellation of the award of work and such further action as may be deemed appropriate under the provisions of this tender.

**4.36 Issue of Work Order:** Upon receipt of the successful bidder's acceptance of the Letter of Intent and acceptance of the Performance Security by ORGI, the Work Order shall be issued, authorizing the successful bidder to commence execution of the work in accordance with the terms and conditions of the tender.

No separate contract agreement shall be executed. The Tender Document, the bid submitted by the successful bidder, the Letter of Intent, the acceptance of the Letter of Intent, the Performance Security and the Work Order shall collectively constitute the contract between ORGI and the successful bidder.

#### 4. 37 **Performance Security:**

4.37.1 The successful bidder should arrange to have performance security amounting to 5% of the contract value furnished within seven days from receipt of Work Order from the ORGI.

4.37.2 Subject to any provision elsewhere in the contract regarding forfeiture or appropriation in full or part thereof, the performance security shall be released at the time of expiry / non-renewal / completion/termination of the contract.

4.37.3 The performance security may be either in the form of Insurance Surety Bond, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (in **Form 9** of this document) or (e-Bank Guarantee) from a commercial bank or payment online in an acceptable form in favour of PAO (Census), MHA, New Delhi, valid for one year. The Insurance Surety Bond shall be verified from the specific portal created for this purpose.

4.37. 4 In case, Bank Guarantee is furnished as performance security, the same should be valid for one year and it should be sent to ORGI by the concerned Bank, and not by the bidder itself.

4.37.5 The performance security amount is interest free.

4.37.6 ORGI has the right to encash/appropriate the whole amount of performance security in accordance with the contract conditions and also to deduct any amount due from the contractor at the time of the termination/expiry of the contract.

#### 4. 38 **Technical Evaluation Criteria**

4. 38. 1 **Technical Evaluation Criteria:** The following essential technical conditions shall be complied with by the bidder, failing which the bid shall be treated as non-responsive and shall be rejected:

- The bidder shall quote for the entire scope of work and supply of goods/services as specified in this Bid Document, including all amendments/addenda/corrigenda issued, if any. Partial, incomplete or conditional bids shall be treated as non-responsive and rejected. The technical and financial evaluation shall be carried out for the complete scope of work covered under the Bid Document.
- The bidder shall be deemed to have accepted and complied with all the provisions of the Bid Document, including the Bid Evaluation Criteria (BEC), Scope of Work, Schedule of Requirements, Technical Specifications, Delivery Schedule, Timelines and General Terms & Conditions of Contract, unless specifically indicated in the prescribed format for deviations, wherever permitted under the tender. Evaluation shall be carried out on the basis of the information and documents furnished by the bidder in its bid.
- If any information, document, certificate or declaration furnished by the bidder is found to be false, incorrect, misleading, forged or fabricated at any stage of the bidding process or during the execution of the contract, the bid/contract shall be

liable to be rejected or terminated, as the case may be, without prejudice to any other action that may be taken under the provisions of the tender, the General Financial Rules (GFR), 2017 and other applicable Government instructions.

- The eligibility criteria, technical qualification criteria, experience, financial capacity, production capacity, quality standards and delivery schedule prescribed in this RFP are essential conditions of the tender. No relaxation or exemption in these requirements shall be admissible to MSEs/Start-ups.

**4.38.2 Financial Bid Evaluation Criteria:** The following vital commercial conditions should be strictly complied with failing which the bid will be rejected:

a) Financial Bid should be submitted online only strictly as per the Financial/Price Bid format. The Technical Bid shall contain no prices or commercial bid details. However, a blank copy of the Price bid should be enclosed with the Technical Bid with the price column of the price bid format blanked out. A tick mark (✓) shall be provided against each item of the price bid format to indicate that there is a quote against this item in the Price bid. Offers with Technical Bid containing prices shall be rejected outright.

b) Bids/Offer of following kinds will be rejected:

- 1) Offers made without Bid Security/Bid Bond/Bank Guarantee/Online Payment along with the offer.
- 2) Any bid submitted as physical or hardcopy/E-mail.
- 3) Offers which do not confirm unconditional validity of the bid for 180 days after date of opening of Technical Qualification Bids or as prescribed by the ORGI.
- 4) Offers where prices are not firm and or having variation clause or any qualifying condition.
- 5) Offers which do not confirm to ORGI's price bid format.
- 6) Offers which do not confirm to the completion period indicated in the bid.

c) Total lump sum prices quoted by the Bidder must be inclusive of all applicable taxes.

d) **Statutory Variations:** Variation in statutory duties and taxes, if any, will be allowed on actual against the documentary evidence. However, any variation due to Turn Over will not be allowed.

e) **Fraud & Corrupt Practices:** An undertaking needs to be submitted as per Form 8.

## Section - 5

### 5.1 Job Requirements

5.1.1 The job entails to the printing (including paper from 'A' grade mill), binding and packaging of about 32,00,000 colored Users' Manuals of about 210 pages required for the Second Phase of Census 2027. The manuals are to be printed in 19 Languages. The number of pages and languages may vary too.

5.1.2 The manual contain text matter except a few pages of tabular matter and may contain maps, photos, etc both in black & white and multi-color. The actual specimen of manual can be seen in this office.

5.1.3 Users' Manuals will be of **A4 size** for which the MSS (Manuscript Manual or Electronic typed or Computerized Printouts) will be supplied by ORGI for formatting and printing. The manuals are to be printed colored on good quality offset maplitho printing paper of 80 GSM (min. 85% brightness & Opacity min. 90%). Cover will also be colored, Gloss Thermal Laminated and to be printed on gloss art paper of 170 GSM.

5.1.4 The manuals shall be bound through Automatic Perfect Binding. The binding shall be capable of handling manuals of approximately 210 pages and shall ensure durability during repeated field use. The finished book shall withstand normal opening and handling without page loosening, cracking of spine or separation of signatures. as detailed in **Annexure-I**.

5.1.5 A set of about twenty-four printed manuals shall generally be packed in one corrugated box. The corrugated boxes to be used shall have the Census tag line (जनगणना से जन कल्याण) and the Census logo pre-printed on them. A maximum of **24 manuals** shall first be wrapped in a thick polythene sheet and thereafter packed in corrugated boxes of the prescribed specifications and size consignee-wise. In the case of partially filled boxes, the vacant space shall be suitably filled with paper cuttings, air packets or other suitable cushioning material to prevent movement of the contents and collapse or deformation of the box during handling and transportation.

5.1.6 After packing, each corrugated box shall be securely sealed with 1.5-inch-wide adhesive tape. The packed box shall thereafter be weighed and assigned a unique box number. Where more than one box is to be dispatched to a consignee, the boxes shall be serially numbered appropriately, for example, 1/3, 2/3 and 3/3. A fully packed box shall ordinarily weigh about 12.0 kg, excluding the weight of the corrugated box.

5.1.7 A self-adhesive consignee's address slip (size 8" × 6"; specimen at Annexure-IV) incorporating the consignee's address, barcode (as per the specifications prescribed by the Department of Posts), unique box number, gross weight and the words "BOX TO BE RE-USED; DO NOT TEAR/CUT OPEN" (Annexure-VII) shall then be firmly affixed on the front face of the corrugated box. Thereafter, the entire box shall be shrink wrapped with a suitable transparent shrink film in such a manner that the address slip remains fully protected while all particulars printed thereon, including the barcode, remain clearly visible and machine-readable. The shrink wrapping shall be free from wrinkles, folds, air bubbles or other defects that may hinder barcode scanning or render the address slip illegible.

5.1.8 After shrink wrapping, each box shall be strapped cross-wise with three polypropylene/polyester straps (two breadthwise and one lengthwise), ensuring that the straps do not pass over the barcode or obscure any essential particulars printed on the address slip. The shrink wrapping and strapping shall provide adequate protection against tampering, moisture, dust and damage during handling, storage and transportation.

5.1.9 The ready-to-dispatch corrugated boxes shall be stored securely in the premises of the printing press until they are collected by the representatives of the Department of Posts (DoP)/Postal Agency. **The printing press shall be responsible for ensuring that the packed boxes, including the shrink wrapping, strapping and address slips, remain in good condition and that the boxes do not collapse, burst, deform or otherwise sustain damage during handling, storage and transit up to their delivery to the designated consignee. Any damage attributable to inadequate packing or improper sealing, shrink wrapping or strapping shall be the responsibility of the printing press, which shall replace the damaged material at its own cost, if so required by ORGI.**

**5.1.10 Packaging sequence (Annexure-VI):**

Print → Bind → Wrap manuals in polythene → Pack in corrugated box → Fill vacant space with cushioning material (where required) → Seal the box → Weigh the box → Assign unique box number → Print and affix address slip → Shrink wrap the entire box → Strap the box cross-wise (without obstructing the barcode) → Store for collection by DoP/Postal Agency.

5.1.11 Transportation of manuals to specified locations across the length & breadth of the country will be handled by the DoPosts/Postal Agency. The successful bidders will have to make suitable arrangements to provide sufficient space and necessary support to the DoPosts officials so as to facilitate them to execute the dispatch work, in time.

5.1.12 The corrugated boxes, duly packed, containing the printed materials would be picked up by the Department of Posts/Postal Agency from the Printing Press for dispatch to the consignees. The Department of Posts will arrange for the Mail van/Pick-up vehicle up to Press gate or up to the point entry is granted by the Press. The Press would provide requisite manpower to bring the packed corrugated boxes up to the Mail Van and arrange/assist the representatives of the Department of Posts in loading the boxes in the Mail Van. The printing press also needs to provide soft copy of the details of packed boxes for booking of consignments by the Department of Posts/Postal Agency as well as to the ORGI in prescribed format. Thereafter, they would obtain a signed receipt of having loaded the boxes from the representative of the Department of Posts (specimen of the Receipt at **Annexure-V**). The Press will make all arrangements for proper addressing of the boxes as per procedure to be specified by the Department of Posts.

**5.1.13 State and language-wise quantity of manuals to be printed:** The State and language-wise quantity of manuals to be printed will be provided to the successful bidders with the work order.

**5.1.14 Availability of Machinery throughout the Contract:** The machinery and infrastructure declared by the bidder in the Technical Bid shall remain available for execution of the work throughout the period of the contract. The bidder shall not shift,

dispose of or substantially reduce the declared production capacity without prior written approval of ORGI.

**5.1.15. Paper Procurement Records:** The successful bidder shall maintain records of procurement of paper including invoices, batch details, manufacturer details and quantity procured. ORGI shall have the right to verify these records during inspection.

**5.1.16. Random Sampling During Printing:** ORGI may draw random samples of paper, cover paper, printed sheets or corrugated boxes at any stage during printing, packing or before dispatch for testing from any Government/NABL accredited laboratory.

**5.1.17. Dedicated Production Line:** The successful bidder shall earmark adequate printing and binding capacity exclusively for the execution of the work and shall not deploy the declared capacity for other assignments to the extent that it affects the delivery schedule.

**5.1.18. Replacement of Damaged Manuals:** Replacement copies shall be supplied within seven days of intimation without any additional financial implication to ORGI.

## Section – 6

### 6. General Conditions of Contract (GCC)

6.1 **Definitions:** Unless the context otherwise requires, the following terms whenever used in this contract have the following meanings:

- a. 'ORGI' shall mean Office of the Registrar General of India, Ministry of Home Affairs, New Delhi, with office located at Jangana Bhawan, 2/A Man Singh Road, New Delhi - 110011.
- b. 'Other Offices' shall mean the offices of concerned stakeholders for this project situated in Delhi.
- c. 'Bidder' shall mean the individual or firm who participates in this tender and submits its bid.
- d. 'Contractor' / 'Agency' / 'Firm' shall mean the successful bidder in this tender and shall include its legal representatives, successors.
- e. 'Performance Security' shall mean monetary guarantee furnished by the successful bidder for due performance of the contract concluded with it.
- f. 'Goods' shall mean all components whether paper, printed material, packaging material incl. corrugated boxes and incidental services in the scope of the bidder.

6.2 **Notices:** Any notice, instruction, or communication made pursuant to this Contract shall be in writing, and shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered post to such Party at the address specified in the Technical Bid.

6.3 **Taxes and Duties:** The firm shall be liable to pay such direct and indirect taxes, duties, fees and other impositions levied under the applicable laws of India.

6.4 **Fraud and Corruption:** For the purpose of this clause, the terms set forth below have meanings as follows:

- a. "Corrupt Practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
- b. "Fraudulent Practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;
- c. "Collusive Practices" means a scheme or arrangement between two or more Contractors, with or without the knowledge of ORGI, designed to establish prices at artificial, non-competitive level;

- d. “Coercive Practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.

#### 6.5 Measures to be taken by the ORGI

- ORGI may terminate the contract if it determines at any time that representatives of the Contractor were engaged in corrupt, fraudulent, collusive or coercive practices during the tender process or the execution of that contract, without the Contractor having taken timely and appropriate action satisfactory to ORGI to remedy the situation;
- ORGI may also sanction against the Contractor, including declaring the Contractor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Contractor has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract.

#### 6.6 Commencement and Expiration of Contract

- a. **Effectiveness of Contract:** This Contract shall come into force and effect on the date (the “Effective Date”) as specified in the RFP. In case, effective date is not so stipulated, the contract shall be effective from the date of issuance of Work Order.
- b. **Effective Date:** The contract shall come into effect on the date of issuance of Work Order (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
- c. **Expiration of Contract:** Unless terminated earlier, this Contract shall expire at the end of such time after the Effective Date as specified in the RFP.

6.7 **Entire Agreement:** This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for any other statement, representation, promise agreement doesn't set forth herein.

6.8 **Modifications or Variations:** Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. Each Party shall give due consideration to any proposal for modification or variation made by the other Party.

#### 6.9 Force Majeure

6.9.1 For the purpose of this Clause, “Force Majeure” means an event beyond control of the affected Party and not involving the affected Party’s fault or negligence and not foreseeable. The Force Majeure reasons may be listed as, but are not restricted to, war or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter

referred to as "events"). For the avoidance of doubt, it is expressly clarified that the failure on the part of the bidder under the agreement or the SLA to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of the agreement or the SLA against natural disaster, fire, sabotage or other similar occurrence shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any negligence in the performance of services which directly causes any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of "Force Majeure". In so far as applicable to the performance of services, the SI will be solely responsible to complete the risk assessment and ensure implementation of adequate security, hygiene, best practices, processes and technology to prevent any breach of security and any resulting liability therefrom (wherever applicable).

6. 9. 2 If, during the continuance of the agreement, the performance in whole or in part by either party of any obligation under the agreement is prevented or delayed by such Events, the affected party (Bidder) shall promptly notify of happenings of any such event in writing, seeking concession as soon as practicable, but within five days from the date of occurrence.

6. 9. 3 Upon cessation of the situation which led the Party claiming Force Majeure, the claiming Party shall, within seven days thereof, notify the other Party in writing of the cessation and the Parties shall as soon as practicable thereafter continue performance of all obligations under the agreement.

6. 9. 4 In case of a force Majeure, parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of services and implementation of the obligations under the contract and to minimize any adverse consequences of such event.

6. 9. 5 If the affected party satisfies the other Party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled make any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist.

6. 9. 6 If the performance in whole or in part or any obligation under the agreement is prevented or delayed by reason of any such event for a period exceeding sixty days, the purchaser may at its option, terminate the contract.

6. 9. 7 Upon occurrence of a Force Majeure Event after the effective date, the costs incurred and attributable to such event and directly relating to the Project ('Force Majeure Costs') shall be borne by the respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof.

6. 10 **Suspension:** ORGI may, by written notice of suspension to the Contractor, suspend all payments to the Contractor hereunder if the Contractor fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension:

- Shall specify the nature of the failure, and
- shall allow the Contractor to remedy such failure, if capable of being remedied, within a period not exceeding seven (7) days after receipt by the Contractor of such notice of suspension.

## 6.11 Termination

(a) **By the ORGI:** ORGI may terminate this Contract in the case of the occurrence of any of the events specified in paragraphs (i) to (viii) below:

- i. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clauses under GC herein above, within seven (7) days of receipt of such notice of suspension or within such further period as ORGI may have subsequently approved in writing.
- ii. If the Contractor becomes insolvent or go into liquidation or receivership whether compulsory or voluntary.
- iii. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings pursuant to the clauses under GC thereof.
- iv. If the Contractor, in the judgment of ORGI, has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.
- v. If the Contractor submits to ORGI a false statement which has a material effect on the rights, obligations or interests of ORGI.
- vi. If the Contractor places itself in a position of conflict of interest or fails to disclose promptly any conflict of interest to ORGI.
- vii. If the Contractor fails to provide the quality services as envisaged under this Contract.
- viii. If ORGI, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

In any event such as at (i) to (viii) above ORGI shall give seven (7) days' written notice of termination to the Contractor.

(b) **By the Contractor:** The Contractor may terminate this Contract by not less than thirty (30) days' written notice to ORGI, in case of occurrence of any of the events specified in paragraph(s) (i) to (iii) below.

- i. If ORGI fails to pay any money due to the Contractor, pursuant to this Contract and the same is not subject of dispute under GC's Clauses hereof within forty-five (45) days after receiving written notice from the Contractor that such payment is overdue.
- ii. If ORGI fails to comply with any final decision reached as a result of arbitration pursuant to the Clauses under RFP.
- iii. If ORGI is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Contractor may have subsequently agreed in writing) following the receipt by ORGI of the Contractor's notice specifying such breach.

6.12 **Cessation of Rights and Obligations:** Upon termination of this Contract pursuant to Clauses of RFP, all rights and obligations of the Parties hereunder shall cease, except (i)

such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth, and (iii) any right which a Party may have under the Law.

**6. 13 Cessation of Services:** Upon termination of this Contract by notice of either Party to the other, the Contractor shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner.

**6. 14 Payment upon Termination:** Upon termination of this Contract pursuant to GC's clauses hereof, ORGI shall make the following payments to the Contractor:

a) If the Contract is terminated pursuant of Clause 6. 11(a)(vii), (viii) or 6. 11(b), payment for Services satisfactorily performed prior to the effective date of termination;

b) If the agreement is terminated pursuant of Clause 6. 11(a)(i) to (vi), the Contractor shall not be entitled to receive any agreed payments upon termination of the contract. However, ORGI may consider payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to ORGI.

**6. 15 Disputes about Events of Termination:** If either Party disputes whether an event specified in paragraph (i) to (vii) of Clause GC 6. 11(a) or in Clause GC 6. 11(b) hereof has occurred, such Party may, within forty-five (45) days after receipt of notice of termination from the other Party, refer the matter for dispute settlement under Clause GC 6. 22(b) hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

**6. 16 Forfeiture of Performance Security:** In the event of breach of this Agreement, ORGI shall have the right to invoke and appropriate the proceeds of the performance security, in whole or in part, without separate notice to the Contractor.

**6. 17 Change in the Applicable Law Related to Taxes and Duties:** If, after the date of this Contract, there is any change in the Applicable Laws of India with respect to taxes and duties, which are directly payable by the Contractor for providing the services i. e. GST or any such applicable tax from time to time, which increases or decreases the cost incurred by the Contractor in performing the Services, then the amount otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto.

**6. 18 Payments:** In consideration of the services provided by the firm under this Contract, ORGI shall make to the firm such payments and in such manner as is provided in the GC.

**6. 19 Fairness and Good Faith:** The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

**6. 20 Operation of the Contract:** The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the currency of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating

unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with GC's Clause hereof.

6. 21 **Confidentiality:** Except with the prior consent of ORGI, the Contractor shall not at any time communicate to any person or entity any information acquired in the course of performance of this Contract. By agreeing to enter into this Contract, the Contractor also agrees to sign and abide with the Non-Disclosure Agreement placed as per Form 5 of Section 8.

#### 6. 22 **Settlement of Disputes**

(a) **Amicable Settlement:** In case, dispute arises between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 07 days after receipt. If that party fails to respond within 07 days, or the dispute cannot be amicably settled within 15 days following the response of that party, clause GC 6. 22(b) shall become applicable.

(b) **Arbitration:** In the case of dispute arising upon or in relation to or in connection with the contract between ORGI and the Contractor, which has not been settled amicably, any party can refer the dispute for Arbitration under the Arbitration and Conciliation Act, 1996. The competent authority to appoint the arbitrator shall be RG & CCI.

- The Arbitration proceedings shall be held in New Delhi and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- The decision of the arbitrator(s) shall be final and binding upon both parties. The expenses of the arbitrator(s) as determined by the arbitrator(s) shall be shared equally by ORGI and the Contractor. However, the expenses incurred by each party in connection with the preparation & the presentation of their cases shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award.

(c) **Jurisdiction of Courts, etc. :** The courts/any other Tribunal or Forum in New Delhi alone shall have exclusive jurisdiction with regard to any matter/dispute relating to or arising out of this contract.

#### 6. 23 **Liquidated Damage (LD)**

- a. In the event of the Printer's failure to supply the printed material etc. as specified in this contract, the ORGI may, at his discretion, withhold any payment until the completion of the contract. The BUYER may deduct from the SELLER as agreed, liquidated damages to the sum of 0.5% of the price of any portion of goods of poor quality or delivered late, for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of the delayed goods of the project.
- b. The amount charged as liquidated damages would be deducted by the Purchaser from

the amount due for payment to bidder. If the amount of such LD exceeds the payments due to the Seller, the Seller shall within 30 (thirty) days make payment to the Purchaser the FULL amount of claims less the value of the bank guarantee if encashed by purchaser.

**6.24 Miscellaneous**

- i. All payments will be made electronically.
- ii. The Contractor shall be directly responsible for any dispute arising between him and his personnel and ORGI shall be kept indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
- iii. The tenderer shall be solely responsible for payment of wages/salaries, other benefits and allowances etc. in r/o the personnel deputed for ORGI work. ORGI shall have no liability whatsoever in this regard and the Contractor shall indemnify ORGI against all claims in this regard.
- iv. The tenderer shall be fully responsible for theft or burglary or any damage to ORGI property directly attributable to any acts of commission or omission on the part of the tenderer's personnel.
- v. **Price Details & Validity:** The quoted Rate/price should be inclusive of all levies/taxes. The Bid submitted against this Tender should remain valid for not less than 180 days after date of opening of Technical Qualification Bids or as prescribed by the ORGI.
- vi. **Delivery and Delivery Schedule:** Delivery of goods shall be completed within 45 days of signing of the contract. The Contract can be cancelled unilaterally by the ORGI in case items are not received within the contracted delivery period. Extension of tenderer delivery period will be at the sole discretion of the ORGI, with the applicability of LD clause. The corrugated boxes, duly packed, containing the printed materials would be picked up by the Department of Posts from the Printing Press for dispatch to the consignees.
- vii. **Purchaser's right to vary quantities:** ORGI will have the right to increase or decrease up to 30% of the quantity of goods and services specified in the schedule of requirements without any change in the unit price or other terms and conditions at the time of award of contract within a period of 45 days from commissioning & acceptance by ORGI at the same rate or a rate negotiated (downwardly) with the existing vendor considering the reasonability of rates based on prevailing market conditions and the impact of reduction in duties and taxes etc. and supplies to be obtained within delivery period scheduled afresh.
- viii. **Non-disclosure of Contract documents:** Except with the written consent of the ORGI/Tenderer, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party. The bidder will certify that all information and data available to him as a part of the project will remain the exclusive property of ORGI and will not be disclosed to any person not authorized by ORGI. Failure to comply with this clause will make the bidder liable to action as per law. The proforma for non - disclosure agreement is attached at Form 5 of Section 8.
- ix. **Performance cum Guarantee/Warranty Security Deposit:** The successful bidder(s) shall submit an amount equivalent to 5% of the value of the order, within 7 days from receipt of work order from ORGI, as performance cum guarantee, in the form of Insurance Surety Bond, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (in **Form 9** of this document) or (e-Bank Guarantee), valid for 1 year, from a commercial bank in favour of PAO (Census),

MHA, New Delhi. The Insurance Surety Bond shall be verified from the specific portal created for this purpose. On the request of the successful bidder, the Earnest Money Deposit will be returned to the bidder on receipt of the Security Deposit payable by him. If the Security Deposit is not paid within time specified, the Earnest Money Deposit remitted by the tenderer shall be forfeited. In such case, the ORGI shall be entitled to get the work executed from elsewhere and recover the consequential loss sustained from the tenderer due to getting the work executed either through some other bidder or through the bidder selected through the process of re-tendering.

- x. **Penalty for delay, deviation in quality and false declaration:** Time is of the essence of this contract, as Census 2027 is a project of national importance. As stipulated above, the printing, binding and packaging of the User Manuals shall commence within seven (7) days from the date of placement of the Work Order and shall be completed within forty-five (45) days thereafter. In exceptional circumstances, ORGI may, at its sole discretion, grant a reasonable extension of time. Any delay beyond the stipulated or extended completion period shall attract Liquidated Damages (LD) as provided under Para 6.23 of this RFP. In the event of continued default, ORGI reserves the right to withdraw the work, in whole or in part and get the balance work executed through other printer(s) at the risk and cost of the defaulting bidder. The successful bidder shall strictly adhere to the prescribed specifications relating to the quality of paper, printing, binding and packaging material. Any deviation from the approved specifications detected during inspection or testing shall be treated as a breach of the contract and ORGI shall be at liberty to reject the material, require replacement at the bidder's cost, recover the consequential loss or take any other action as deemed appropriate under the provisions of this RFP. Further, if any declaration or document submitted by the bidder in the Technical Bid is found to be false, misleading or based on misrepresentation or suppression of facts at any stage of the tendering process or during execution of the contract, ORGI reserves the right to reject the bid or terminate the contract, forfeit the Performance Security, debar the bidder from participating in future ORGI tenders for an appropriate period, and initiate any other action permissible under the applicable rules.
- xi. ORGI reserves the right to inspect the premises of the successful bidder at any stage during execution of the contract. Any substantial reduction in deployed infrastructure or diversion of production facilities without prior approval shall be treated as breach of contract.
- xii. **Payment Terms:** Payments will be made as per the following:
  - a. 70 % of the admissible payment shall be released against the quantity printed, packed and handed over to the Department of Posts, on submission of the following documents:
    - Invoice
    - Warranty Certificate from the printing press certifying the quality of paper, printing, binding, packaging and quantity supplied.
    - Test reports from a Government/NABL-accredited laboratory for the parameters specified in the tender.
    - Certificate from the representative of ORGI/DCO regarding satisfactory visual inspection of paper quality and quantity printed and packed.

- Copy of the Delivery Challan evidencing handing over of the packed material to the Department of Posts and
- Receipt from the Department of Posts acknowledging receipt of the material for dispatch.

**b. The balance of 30% shall be released on receipt of:**

- Test report of Maplitho paper and corrugated boxes from a Government/NABL-accredited laboratory against the samples drawn by ORGI.
- Certificate from the concerned DCOs confirming that no shortage in the number of manuals was found and that the manuals were not mutilated/torn.

**xiii. Indemnification:**

- A Selected bidder to indemnify, hold harmless ORGI from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") arising in favour of any person, corporation or other entity (including ORGI) attributable to the bidder's negligence or willful default or otherwise in performance or non-performance under this Agreement.
- A Selected bidder shall indemnify the ORGI and hold harmless, against all claims for death or injury caused to any person whether workman or not, while engaged in any process connected with the Contractor's work or for dues of any kind whatsoever, and the ORGI shall not be found to defend any claim brought under the Workmen's Compensation Act, 1923 or Payment of Wages Act 1936, or any other statutory Act or Law in force from time to time and applicable to the said work.
- If ORGI promptly notifies the selected bidder in writing of a third party claim against ORGI that any service provided by the selected bidder under the contract, infringes a copyright, trade secret or patents incorporated in India of any third party, the selected bidder will defend such claim at its expense and will pay any costs or damages, that may be finally awarded against ORGI.

**xiv. Security:** The contractor is bound by the official Secret Act 1923 and, in its connection any other statutory Act/Law/Amendment in force and the information given is to be treated as strictly confidential and is not to be disclosed to any person or persons not concerned therein. The contractor shall be responsible to ensure that all persons employed by him in the execution of any work in connection with this contract are fully aware of the provisions of the Official Secret Act 1923/Law/Amendment in force and have undertaken to comply with the same.

## Section - 7

### Price Bid/ Financial Bid

7.1 The Financial bid would consist of the following:

- a. Scanned copy of the Financial Bid Undertaking in the format as per **Form 6 of Section 8** of the RFP.
- b. Schedule of Financial Bid in the format of Annexure-I. The financial bid format given below is provided along with this tender document at [www.eprocure.gov.in](http://www.eprocure.gov.in). Bidders are advised to quote their offer/rates in the permitted column and submit the same, in the financial bid. Bidder shall not modify the downloaded financial bid template in any manner. In case, it is found to be tampered/ modified in any manner, such bid will be rejected outright, Bid Security would be forfeited, and bidder is liable to be banned from doing business with ORGI.

7.2 ORGI will examine the bids for completeness, computational errors, (whether required bid security has been furnished), whether the documents have been properly signed, and whether the bids are generally in order. If there is a discrepancy between the unit price and the total price, then either of the prices, whichever is beneficial to ORGI, will be accepted and bid shall be finalized accordingly.

7.3 The bidder has to quote for all the items mentioned in the price bid failing which the bid is liable to be rejected. The cost of the items mentioned in the price bid should include warranty charges.

7.4 The formula for determining the lowest evaluated bid (L-1) rate is as under:

**{L-1= lowest of sum of Item 1 to Item 3 in (Col. 8)} of Annexure-I**

**Section - 8**  
**STANDARD FORMS**

**FORM 1**  
**Technical Bid Submission Letter**

To,

The Joint Director (HoO)  
Office of the Registrar General & Census Commissioner of India  
Janganana Bhawan, 2/ A Man Singh Road  
New Delhi-110011

Madam/Sir,

**Ref: E-tender document for Printing (including paper), Binding & Packaging of Users' Manuals for Second Phase of Census 2027.**

Having examined the e-Tender No....., dated ..... the receipt of which is hereby duly acknowledged, I/We, offer to provide the goods and services sought under this e-tender document and agree to abide by this response for a period of 180 days after date of opening of Technical Qualification Bids or as prescribed by the ORGI towards printing (including paper), binding and packaging of above referred manuals.

The following persons will be the authorized representative of our company/organization for all future correspondence between the Office of the Registrar General of India and our organization till the completion of the process.

| <b>Correspondence Details</b> | <b>Primary Contact</b> | <b>Secondary Contact</b> |
|-------------------------------|------------------------|--------------------------|
| Name:                         |                        |                          |
| Title:                        |                        |                          |
| Company Name:                 |                        |                          |
| Address:                      |                        |                          |
| Phone:                        |                        |                          |
| Mobile:                       |                        |                          |
| E-mail:                       |                        |                          |

I/We fully understand that in event of any change in our contact details, it is our responsibility to inform the ORGI about the new details. I/We fully understand that the ORGI shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication from the ORGI to us in the event of reasonable prior notice of any change in the authorized person(s) of the company is not provided to the ORGI.

I/We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the ORGI is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not, in whole or in part, mislead ORGI in its short listing process.

I/We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be disqualified from the selection process or termination of the contract during the project, if selected to do so.

I/We agree for unconditional acceptance of all the terms and conditions set out in the Tender document.

I/We agree to carry out the work as per instructions of ORGI and will use the paper specifications as per IS 1848 (Part I) 2018 standards.

I/We agree that you are not bound to accept any response you may receive. I/We also agree that you reserve the right in an absolute sense to reject all or any of the products/ services specified in the bid response.

It is hereby confirmed that I/We are entitled to act on behalf of M/s..... and Empowered to sign this document as well as such other documents, which may be required in this connection.

Dated the.... day of<Month><Year>

(Signature of Authorized Signatory)

Name:

Designation:

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Bidder)    Seal/Stamp of bidder

## FORM 2

### Financial Information (as per audited P& L Statement and Balance Sheets)

| Details#                         | 2022-23 | 2023-24 | 2024-25 |
|----------------------------------|---------|---------|---------|
| Annual Sales Turnover (in Crore) |         |         |         |
| Net worth ( in Crore)            |         |         |         |
| Other relevant information       |         |         |         |

# The copies of respective balance sheets needs to be are enclosed.

\*It is confirmed that I/We are the statutory auditors/Company Secretary of  
M/s.....

< Statutory Auditor/ Company Secretary's Signature with seal>  
<Signature of Statutory Auditor/ Company Secretary> Name

Date:

Place:

*Note: The above certificate should be from the statutory auditor or the Company Secretary of the bidder organization.*

\* Strike out whichever is/are not applicable.

**FORM 3**  
**DETAILS OF BANK ACCOUNT**  
(RTGS/NEFT facility for receiving payments)

| Sl. No. | Particulars                  | To be filled by the bidder |
|---------|------------------------------|----------------------------|
| 1.      | Name(s) of Account Holder(s) |                            |
| 2.      | Address of Account Holder(s) |                            |
| 3.      | Name of the Bank             |                            |
| 4.      | Name and Address of Branch   |                            |
| 5.      | IFSC Code                    |                            |
| 6.      | MICR Code                    |                            |
| 7.      | Account Number               |                            |
| 8.      | Type of Account              |                            |

I/We, hereby, declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I/we would not hold responsible to ORGI.

(Signature(s) of Account Holder(s))  
Name(s) of Account holder(s)

Signature of Bidder/ Authorized representative

**FORM 4**

**Non- Blacklisting/Unblemished Record**

(To be given on Company Letterhead)

In response to the e-Tender No..... , dated..... for ..... and their packaging, I/We hereby declare that presently our Company/Firm/Press ..... is having unblemished record.

I/We further declare that presently our Company/Firm/Press ..... is not blacklisted and not declared ineligible for reasons of corrupt & fraudulent practices by any State/Central Government/PSU/ Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect, then without prejudice to any other action that may be taken, our Bid to the extent accepted (if any) may be cancelled.

Bidder's Signature with date

Bidder's Name with seal

**FORM 5**

**NON DISCLOSURE OF CONTRACT DOCUMENTS**

(To be given on Company letterhead)

Except with the written consent of ORGL, I/We M/s.....  
shall not disclose the contract or any provision, specification, plan, design, pattern,  
sample or information thereof to any third party.

(Authorized signatory of Company)

Name:

Date:

**FORM 6**  
**Financial Bid Undertaking**  
**(on Company letterhead)**  
**(Proper format for financial bid)**

**UNDERTAKING**

1. I/We submit the Financial Bid for ..... thereof as envisaged in the Tender document.
2. I/We have thoroughly examined and understood all the terms and conditions as contained in the Tender document, and agree to abide by them.
3. I/We offer the price(s) as indicated in the Financial Bid inclusive of Warranty support and all applicable taxes.

(Signature of the Bidder/ Authorized representative)

Name:

Date:

**FORM 7**  
**BID Security Form**

**FOR TENDER/ENQ. NO.** \_\_\_\_\_

(BANK GUARANTEE ON NON-JUDICIAL STAMP PAPER OF Rs.100)

WHEREAS M/s. \_\_\_\_\_ (Name and Address of the Firm) having their registered Office at \_\_\_\_\_ (Address of the Firm's registered Office) (hereinafter called the Tenderer) wish to participate in the Tender No. \_\_\_\_\_ for \_\_\_\_\_ of (supply / Erection / Supply & Erection / Work) of \_\_\_\_\_ (Name of the material / equipment / work) for \_\_\_\_\_ (Name of Organization) (hereinafter called the "Beneficiary") and WHEREAS a Bank Guarantee for Rs. \_\_\_\_\_ (Amount of EMD) valid till \_\_\_\_\_ (mention here date of validity of this Guarantee as specified, beyond initial validity of Tender's offer) which is required to be submitted by the Tenderer along with the Tender. We, \_\_\_\_\_ (Name of the Bank and address of the Branch giving the Bank Guarantee) having our registered Office at \_\_\_\_\_ (Address of Bank's registered Office) hereby give this Bank Guarantee No. \_\_\_\_\_ dated \_\_\_\_\_ and hereby agree unequivocally and unconditionally to pay immediately on demand in writing from the----- (Name of Organisation) or any Officer authorized by it in this behalf any amount not exceeding Rs. \_\_\_\_\_ (amount of EMD) (Rupees \_\_\_\_\_) (in words) to the said \_\_\_\_\_ (Name of Organisation) on behalf of the Tenderer.

We, \_\_\_\_\_ (Name of the Bank) also agree that withdrawal of the offer or modification of an offer within the validity of the bid, after the deadline for submission of such documents; failure to sign the contract or failure to provide the required security for the performance of the contract within specified time, after an offer has been accepted by the \_\_\_\_\_ (Name of organization); or failure to comply with any other condition precedent to signing the contract specified in the solicitation documents, would constitute a default on the part of the Tenderer and that this Bank Guarantee is liable to be invoked and encashed within its validity by the Beneficiary in case of any occurrence of a default on the part of the Tenderer and that the encashed amount is liable to be forfeited by the Beneficiary.

This agreement shall be valid and binding on this Bank up to and inclusive of \_\_\_\_\_ (mention here the date of validity of Bank Guarantee) and shall not be terminated by notice or by Guarantor change in the constitution of the Bank or the Firm of Tenderer or by any reason whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alterations made, given, conceded with or without our knowledge or consent by or between the Tenderer and the \_\_\_\_\_ (Name of Organisation).

NOT WITHSTANDING anything contained hereinbefore our liability under this Guarantee is restricted to Rs. \_\_\_\_\_ (amount of EMD) (Rupees \_\_\_\_\_) (in words). Our Guarantee shall remain in force till \_\_\_\_\_ (date of validity of the Guarantee). Unless demands or claims under this Bank Guarantee are made to us in writing on or before \_\_\_\_\_ (date should be 1 month after the above validity period of BG), all rights of Beneficiary under this Bank Guarantee shall be forfeited and we shall be released and discharged from all liabilities there under.

Place :

Date :

Please mention here complete Postal  
Address of the Bank with Branch Code,  
Telephone and Fax Nos.

Signature of the  
Bank's authorized

Signatory with Official Seal.  
NAME OF DESIGNATED

**FORM 8**  
**Fraud and Corrupt Practices**  
**(To be prepared on judicial stamp paper)**

**UNDERTAKING**

I/we <Name of the Bidder> submit the Bid for Printing including paper of ..... and packaging thereof as envisaged in the Tender document and undertake the following:

1. <Name of the Bidder> and our respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process.
2. Notwithstanding anything to the contrary contained in this RFP, ..... shall reject a proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, ..... shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
  - a. "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of ....., who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of ....., shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of ..... in relation to any matter concerning the Project;
  - b. "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process.
  - c. "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

- d. “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by ..... with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- e. “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

**Signature & Name and Address of bidder**

Witness:

1. Signature & Name and address

2. Signature & Name and address

**FORM 9**

**[To be filled in by the successful Bidder only]  
MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY**

To,

The President of India

WHEREAS (name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of Contract No. .... dated ..... for Printing (including paper), binding and packaging of..... thereof (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial Bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS, we have agreed to give the supplier such a bank guarantee;

NOW, THEREFORE, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of ..... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the .... day of ....., 2026

(Signature of the authorized officer of the Bank)  
Name and Designation of the officer  
Seal, Name & Address of the branch of the Bank

## FORM 10

### INTEGRITY PACT

**(To be executed on plain paper and submitted along with technical bid/tender documents. To be signed by the bidder and the Office of the Registrar General & Census Commissioner of India)**

Office of the Registrar General & Census Commissioner of India hereinafter referred to as "The Principal".

and

hereinafter referred to as "The Bidder/Contractor"

### PREAMBLE

**Tender No.: D-29012/003/2026Ptg(RG)**

**Name of Work:** Printing (including Paper), Binding & Packaging of Users' Manuals for the Second Phase of Census 2027.

The Principal intends to award, under laid down organizational procedures, contract/s for Printing (including Paper), Binding & Packaging of Users' Manuals for the Second Phase of Census 2027. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal shall appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

#### **Section 1 – Commitments of the Principal:**

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:
  - a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the personal is not legally entitled.
  - b) The Principal will during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the process or the contract execution.
  - c) The Principal will exclude from the process all known prejudiced persons.
2. If the Principal obtains information on the conduct of any of its employees

which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

## **Section 2 – Commitments of the Bidder(s)/Contractor(s)**

1. The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

a. The Bidder(s)/contractor(s) will not, directly or through any other persons or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage or during the execution of the contract.

b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal, in violation to Competition Act, 2002 (as amended from time to time). This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractors will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or documents provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the bidder(s)/contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. All the payments made to the India agent/representative have to be in Indian Rupees only.

e. The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. The Bidder(s)/Contractor (s) who have signed the Integrity Pact shall not approach the courts while representing the matter to IEMs and shall wait for their decision on the matter.

2. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

## **Section 3: Disqualification from tender process and exclusion from future contracts;**

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2 above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or to terminate the contract, if already signed, for such reasons or take action as per laid down procedure to debar the Bidder(s)/Contractor(s) from participating in the future procurement processes of GoI.

#### **Section 4: Compensation for Damages:**

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, The Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

#### **Section 5 : Previous Transgression:**

1. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the TII's anti corruption approach or with any other public sector enterprise in India that could justify his exclusion from the tender process.
2. If the bidder makes incorrect statement on this subject, he can be disqualified from the tender process and appropriate action can be taken including termination of the contract, if already awarded, for such reason.

#### **Section 6: Equal treatment of all Bidders / Contractors / Subcontractors.**

1. In case of sub -contracting, the Principal Contractor shall take the responsibility of adoption of Integrity Pact by the Sub - Contractor.
2. The Principal will enter into agreements with the identical conditions as this one with all bidders and Contractors.
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

#### **Section 7: Criminal charges against violation Bidder(s) / Contractor(s) / Sub-contractors(s).**

If the Principal obtains knowledge of conduct of a Bidder(s)/ Contractor(s) which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

#### **Section 8 : Independent External Monitor**

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval of Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The Monitor will have access to all contract documents, whenever required. It will be obligatory for him to treat the information and documents of bidders /contractors as confidential. He reports to the Management of the Principal.
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/ Subcontractor(s) with confidentiality. The Monitor has also signed declarations on “Non – Disclosure of Confidential Information” and of “Absence of Conflict of Interest” In case of any conflict of interest arising at a later date, the IEM shall inform Management of the Principal and recuse himself/herself from the case.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the Management of the Principal, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the Management of the Principal, a substantiated suspicion of an offence under relevant BNS/PC Act, and Management of the Principal has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word “Monitor” word include both singular and plural.

## **Section 9: Pact Duration**

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidder 6 months after the contract has been awarded.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by Management of the Principal.

## Section 10: Other Provisions

- This agreement is subject to Indian Law. Place of performance and jurisdiction shall be the Courts at New Delhi.
- Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- If the contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- Issues like Warranty/Guarantee etc. shall be outside the purview of the IEMs.
- In the event of any contradiction between the Integrity Pact and its Annexure, the clause in the Integrity Pact will prevail.

**(For & on behalf of the Principal)**

**(For & on behalf of Bidder/Contractor)**

(Office Seal)

(Office Seal)

Place \_\_\_\_\_

Date \_\_\_\_\_

Witness 1 :  
(Name & Address)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Witness 2 :  
(Name & Address)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Witness 1 :  
(Name & Address)

Witness 2 :  
(Name & Address)

## Annexure -I

## BID SUBMISSION FORM

## Printing (including paper), Binding &amp; Packaging of Users' Manuals

| Sl. No. | Item Description                                                                                                                                                                                                                                                                            | Item Code | Total Quantity | Per unit Rate (excluding Taxes) (in Rs. ) | GST Amount (in Rs.) | Per unit Rate (incl. all Taxes) (in Rs. ) | Total Cost (incl. all Taxes) (in Rs. ) |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------|-------------------------------------------|---------------------|-------------------------------------------|----------------------------------------|
| (1)     | (2)                                                                                                                                                                                                                                                                                         | (3)       | (4)            | (5)                                       | (6)                 | (7)= (6) + (5)                            | (8)={ Col. (4) x Col. (7)}             |
| 1.      | Printing of A-4 size colored PE Users' Manuals including formatting & binding (Perfect Binding) of approximately 210 pages using 80 GSM maplitho paper (min 85% brightness & Opacity min. 90%). The colored cover is to be printed on 170 GSM Art Paper and will be Gloss Thermal Laminated | Item 1    | 32,00,000      |                                           |                     |                                           |                                        |
| 2.      | Corrugated Box (pre-printed with census logo and tagline) required for packaging of manuals as per stipulated specifications in Annexure-III of RFP                                                                                                                                         | Item 2    | 1,35,000       |                                           |                     |                                           |                                        |
| 3.      | Packaging of manuals in corrugated box with three plastic strips and labeling and shrink wrap, as specified                                                                                                                                                                                 | Item 3    | 1,35,000       |                                           |                     |                                           |                                        |

- Note:**
1. The price quoted should be inclusive of all applicable taxes and duties.
  2. **In Col. (6) of the BOQ, GST amount per unit should be mentioned, not the GST percentage.**
  3. Paper should meet the requirement of IS 1848 ( Part I) specification with properties.
  4. In case of variation in the number of pages and/or quantity in language-wise manuals, the payment will be made proportionately i. e. if the number of pages is less or more than 210 pages as mentioned above, the payment will be reduced or increased respectively according to approved quoted rates.
  5. No conditional bid will be accepted.

### Specifications of the corrugated box

#### General Specifications:

1. In case of 12 Kg. Boxes, multi-layer craft paper (28 BF) to be used for inner and outer ply and 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> ply and 5<sup>th</sup> ply, semi-kraft (22BF) paper to be used.
2. Bottom to be pasted with interlock in 12Kg. Parcel boxes.
3. Both side self-adhesive tapes of specified dimension as per the drawing to be placed in the respective positions. The adhesive strength to steel of minimum 13N/10 MM on the inner side and 7N/10 MM on outer side should be used.
4. Reference:
 

|                    |                      |                     |                     |
|--------------------|----------------------|---------------------|---------------------|
| A. IS:1060(Part-I) | B. IS:7028 (Part VI) | C. IS:7063 (Part-I) | D. IS:4006(Part-I)  |
| E. IS:2771(Part-I) | F. ASTM: D-2658      | G. IS:8402          | H. IS:7063(Part-II) |

#### Technical Specifications:

| Particulars                                     | 12 Kg (6 - Ply box) Outward & Return distribution |
|-------------------------------------------------|---------------------------------------------------|
| Grammage (gm/m <sup>2</sup> ) Outer ply         | 180                                               |
| 2 <sup>nd</sup> ply                             | 140                                               |
| 3 <sup>rd</sup> ply                             | 140                                               |
| 4 <sup>th</sup> ply                             | 140                                               |
| 5 <sup>th</sup> ply                             | 140                                               |
| Inner ply                                       | 180                                               |
| Type of flute                                   |                                                   |
| Outer ply                                       | B                                                 |
| Inner ply                                       | C                                                 |
| Bursting strength (Kg/cm <sup>2</sup> ) Minimum | 15                                                |
| Edge Crush Test (Kg/m) minimum                  | 980                                               |
| Moisture content (%)                            | 10-Jul                                            |
| Cob Value (gm/m <sup>2</sup> ) Maximum          | 100                                               |
| External Dimensions (mm) (LxWxH)                | <b>494*320*150</b>                                |
| Box Joint                                       | Double copper staples                             |
| Style                                           |                                                   |
| Adhesive                                        | Starch based                                      |
| Gap between two pair of staple pins (mm)        | 25                                                |
| Angle of staples                                | 450                                               |

**Note:** Outer ply of the corrugated box should be polythene coated.

**BOX TO BE RE-USED**  
**DO NOT TEAR OPEN**

## Format of Dispatch Address label

|                                                                                                                                                                                             |                                                                                                                                                                                                                                                                   |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------------|----------|-----------|--|--|-------|--------------|
|                                                                                                            | <h1 style="color: red; margin: 0;">BOX TO BE RE-USED<br/>DO NOT TEAR OPEN</h1>                                                                                                                                                                                    | <table border="1"> <tr> <td>Box No.</td> <td style="text-align: center;">1 of 2</td> </tr> <tr> <td>Weight</td> <td style="text-align: center;">5.272 Kgs</td> </tr> </table> | Box No.                       | 1 of 2           | Weight   | 5.272 Kgs |  |  |       |              |
| Box No.                                                                                                                                                                                     | 1 of 2                                                                                                                                                                                                                                                            |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |
| Weight                                                                                                                                                                                      | 5.272 Kgs                                                                                                                                                                                                                                                         |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |
| <h2 style="margin: 0;">CENSUS-2027 PROJECT</h2>                                                                                                                                             |                                                                                                                                                                                                                                                                   |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |
| <p>Booked from Speed Post Center</p>  <p style="text-align: center;">*EN650541929IN*</p>                   | <table border="1"> <tr> <td>Item</td> <td>: PE User Manual</td> </tr> <tr> <td>Language</td> <td>: Hindi</td> </tr> <tr> <td colspan="2" style="border-top: 1px dashed black; height: 10px;"></td> </tr> <tr> <td>State</td> <td>: Assam (18)</td> </tr> </table> |                                                                                                                                                                               | Item                          | : PE User Manual | Language | : Hindi   |  |  | State | : Assam (18) |
| Item                                                                                                                                                                                        | : PE User Manual                                                                                                                                                                                                                                                  |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |
| Language                                                                                                                                                                                    | : Hindi                                                                                                                                                                                                                                                           |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |
|                                                                                                                                                                                             |                                                                                                                                                                                                                                                                   |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |
| State                                                                                                                                                                                       | : Assam (18)                                                                                                                                                                                                                                                      |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |
| <p>BNPL Code No. 901-559<br/>Customer ID: 2000009746</p>                                                                                                                                    |                                                                                                                                                                                                                                                                   |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |
| <p>From</p> <p><b>PRINTING DIVISION</b><br/>Office of the Registrar General &amp;<br/>Census Commissioner of India<br/>Janganana Bhawan,<br/>2/A Man Singh Road,<br/>New Delhi - 110011</p> | <p>To</p> <p><b>DIRECTOR OF CENSUS OPERATIONS<br/>ASSAM</b><br/>'Achyut Plaza', Behind Hub Complex,<br/>GUWAHATI-781005</p>                                                                                                                                       |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |
| <table border="1" style="border-style: dashed;"> <tr> <td>Unique Box No.<br/><b>1192</b></td> </tr> </table>                                                                                |                                                                                                                                                                                                                                                                   |                                                                                                                                                                               | Unique Box No.<br><b>1192</b> |                  |          |           |  |  |       |              |
| Unique Box No.<br><b>1192</b>                                                                                                                                                               |                                                                                                                                                                                                                                                                   |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |
| <p style="color: red; font-weight: bold;">PLEASE DO NOT TEAR, CUT OR DAMAGE THIS BOX.</p> <p>This box is the property of the Census of India and is meant to be re-used.</p>                |                                                                                                                                                                                                                                                                   |                                                                                                                                                                               |                               |                  |          |           |  |  |       |              |

**Annexure-V****Format for receiving from representative of the Department of Posts by the Bidder at the time of dispatch**

Dispatch of Boxes containing Printed Manuals from the Press to the Charge Office through the Department of Posts

| Sl. No. | Address_id | State | Name & Address of the Charge Officer | Total No. of Boxes dispatched at this charge | Box No. e. g. 1/n, 2/n.... | Cumulative Sl. No. of Box Box | Weights (in Kg. ) | Consignment/Barcode No. |
|---------|------------|-------|--------------------------------------|----------------------------------------------|----------------------------|-------------------------------|-------------------|-------------------------|
|         |            |       |                                      |                                              |                            |                               |                   |                         |
|         |            |       |                                      |                                              |                            |                               |                   |                         |
|         |            |       |                                      |                                              |                            |                               |                   |                         |
|         |            |       |                                      |                                              |                            |                               |                   |                         |
|         |            |       |                                      |                                              |                            |                               |                   |                         |
|         |            |       |                                      |                                              |                            |                               |                   |                         |

Signature of the Representative of Deptt. of Post with Date  
Name & Designation

Signature of the tenderer with seal of the firm/ company  
Name & Designation of the authorized person

# Illustrative Diagram of Packing, Labelling, Shrink Wrapping, Strapping and Dispatch of Corrugated Boxes for Census 2027 User Manuals

