

2022

**ELECTION DEPARTMENT
(KERALA)**

**BID DOCUMENT FOR RATE CONTRACT
[SINGLE STAGE TWO ENVELOPE (TWO PARTS)] THROUGH E-
PROCUREMENT METHOD “PRODUCTION OF HOLOGRAMS
FOR PVC ELECTORS PHOTO IDENTITY CARDS (EPIC)” BASED
ON OPEN COMPETATIVE BIDDING PROCESS**

This report (and any extract from it) is proposed for PE's use and may not be copied, paraphrased, reproduced, or distributed in any manner or form, whether by photocopying, electronically, by internet, within another document or otherwise for any purpose other than the project objectives specified by PE/ Govt. of State. Further, any quotation, citation, or attribution of this publication, or any extract from it, is strictly prohibited without prior written permission.

Contents:

Section I

Part I Notice Inviting Bid

Part II Introduction

Section II

Part I Instructions to Bidders

Part II Data Sheet

Part III Eligibility Criteria

Part IV Selection Processes

Part V Instructions on Bid Preparation and Documents

Section III

Part I Scope of Work

Part II Service Level Agreement

Section IV

Part I General and Special Conditions of Contract

Part II Special Conditions of Contract

Section V

Annexures and Appendices

Section I
Part I (Invitation to Bid)
GOVERNMENT OF KERALA
Election Department
NIB (Notice Inviting Bids)

NIB: No.29/EL2/2022/ELEC/ HOLOGRAM/N

Date: 17.09.2022

Sealed Single Stage Two- envelopes unconditional online Bids are invited on e-Procurement website /Portal on behalf of the Government of Kerala, Election Department, for the short-listing of “**Production & Supply of Hologram for PVC Elector’s Photo Identity Cards (EPIC)**” for the items as listed below up to 05.00PM of 03.10.2022 (last date /time).

Sl No	Name of Article	Specification	Quantity	Estimated Procurement	Price of Bidding document	Amount of Bid Security	Validating Period of Bid	Place of Delivery
1	“Production & Supply of Hologram for PVC Elector’s Photo Identity Cards (EPIC)”	As mentioned in the Bid/ECI guideline	Unit No. (750000 0 Approx)	3150000	2500	50000	180 days	For Destination; at the centers of DEO Office (DEOs of KERALA)

1. Price preference and /or purchases preference as per instructions to Bidders shall be admissible in evaluation and award of contract.
2. The Bid for Rate of Contract for short-listing of suppliers for the above mentioned item. In the bid , bid inviting agency is Chief Electoral officer , contract and execution of the work will be at the level of Chief Electoral Office of Kerala.
3. The Bidders may be enclose the specifications, Catalogue and other product characteristics offered. They shall also include details on their backup services offered, warranties etc.
4. The complete Bidding Document including the Conditions of Contract, evaluation and qualification criteria and procedure, Bidding forms, designs, specifications, delivery schedule etc. can be seen and download from the website

<https://www.etenders.kerala.gov.in> and www.ceokerala.gov.in . The price of Bidding document may be paid along with user charges/processing fee at the time of online submission of the Bid.

5. Bid, duly signed on all pages (as mentioned in the Bid document) and serially numbered should be submitted electronically on <https://www.etenders.kerala.gov.in> and www.ceokerala.gov.in by following the electronic Bid submission procedure as specified on the Portal.

6. The Bid document Fee, EMD Fee can be paid in the following manner through e-Payment facility provided by the e-Procurement system.

7. Bids received after the specified time and date shall not be accepted off-line bids shall not be entertained.

8. Bids have been invited electronically, the procedure for submission of Bids, including payment of Bidding Document, user charges/Processing fee, Bid Security, etc. shall be a provided on <https://etenders.kerala.gov.in/>.

9. The technical Bids shall be opened on 06.10.2022 at 11.30PM Office of Chief Electoral Officer.

10. Bid inviting agency is not bound to accept the lowest Bid and may be reject any or all Bids without assigning any reason thereof.

11. The Bidders shall have to submit /upload a valid ‘GST’ registration and GST return of last year and the ‘PAN’ issued by the Income Tax Department. **Since e-tender is a service provided by Government Department the recipient of the service is liable to pay the GST at 18 percent under Reverse Charge Mechanism. The recipient of the service has to issue Reverse Charge Invoice to the government department. It may be mentioned in the Tender Notice that the bidder has to pay to GST at 18 under Reverse Charge Mechanism. The government department has to collect e-tender fee only and the GST amount the bidder will pay to GST department directly.**

12. To participate in the online Bidding process bidders must procure a Digital Signature Certificate (Type III) as per information Technology Act-2000 to digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency ie. TCS, Safe-crypt, Ncode Etc. Bidders who already have a valid Digital signature Certificate (DSC) needs not procure a new DSC.

Sd/-

Chief Electoral Officer & Secretary, Kerala
Election Department, Legislature Complex, Vikas Bhavan
Thiruvananthapuram-695033
Thiruvananthapuram-695033

GOVERNMENT OF KERALA
Election Department
(NOTICE INVITING Bids)

NIB No :29/EL2/2022/ELEC/ HOLOGRAM

Date: 17-09-2022

Sealed Single Stage Two- envelopes unconditional online Bids are invited on e-Procurement website /Portal on behalf of the Government of Kerala, Election Department, for the short-listing of “**Production & Supply of Hologram for PVC Elector’s Photo Identity Cards (EPIC)**” for the items as listed below up to 05.00PM of 03.10.2022 (last date /time).

Sl No	Name of Article	Specification	Quantity	Estimated Procurement	Price of Bidding document	Amount of Bid Security	Validating Period of Bid	Place of Delivery
1	“Production & Supply of Hologram for PVC Elector’s Photo Identity Cards (EPIC)”	As mentioned in the Bid/ECI guideline	Unit No. (750000)	3150000	2500/-	50000/-	180 days	For Destination; at the centers of CEOs Office (CEOs of all States)

Details may be seen in the Bidding document available on the website of <https://www.etenders.kerala.gov.in> and our website www.ceokerala.gov.in and may be download from these website. While bidders submitting their Bids electronically shall follow the electronic Bid submission procedure as specified on the State e-procurement Portal <https://www.etenders.kerala.gov.in>.. Processing fee Rs.2500/- shall also require to be paid.

Sd/-
Chief Electoral Officer & Secretary, Kerala
Election Department, Legislature Complex, Vikas Bhavan
Thiruvananthapuram-695033, Kerala

Part II (Introduction)

Election Commission of India is an autonomous constitutional authority responsible for administering election processes in India. The body administers elections of Lok Sabha and Rajya Sabha, State Legislative Assemblies in India and the offices of the President and Vice President of India. The commission operates in the authority of the constitution as per the article of article 324 and subsequently enacted representation of People act.

The commission is served by the secretariat located in New Delhi. At the State level, Election Commission is assisted the Chief Electoral Officer of the state, who is an IAS officer of Principal Secretary rank. There is an Election Department in each state headed by CEO (Chief Electoral Officer).

In an effort to prevent electoral fraud in 1993 EPICs or Electoral Photo Identity Card were issued. The work of printing and delivery of EPIC cards has been executed at the level of CEO Office in each state. As Election Commission of India plans to provide EPIC card with new security features and hologram, EPIC cards will be printed in respective states. An RFP of printing of EPIC cards will be invited and executed by CEO office in states. However, ECI has decided that the agency for production and supply of hologram will be shortlisted with ECI and the award of contract, execution of contract, issuance of procurement orders and sanction of payments will be managed CEO office of the states.

This “Request of Proposal (RFP)” document is therefore intended to invite bids from reputed and reliable companies for undertaking the work of manufacturing and supply of Hologram for hot stamping on EPIC cards.

It is estimated that Election Department would receive 75 Lacs request for EPIC cards in two years from the date on which this Contract comes into force and same number of Holograms would be required.

Section II

Instructions to Bidders

PART-I: GENERAL

1. Definitions	<p>(a) “EPIC card” Electoral Photo Identity Card or voter ID card required at the time of casting vote.</p> <p>(b) “Bid” means the Financial Proposal consisting of documents as stipulated in this RFP.</p> <p>(c) “Bidder” means any entity that may provide or provides the Services to the Purchaser under the Contract.</p> <p>(d) “Instructions to Bidders” (Section II of the RFP) means the document which provides interested Bidders with all information required to prepare their bids. This document also details out the eligibility criteria and process for the selection of the suppliers.</p> <p>(e) “SPP Portal” means the Statal Public Procurement Portal of Government of Kerala which facilitates all the Central Government Organizations to publish their Tender Enquiries, Corrigendum and Award of Contract details and facilitate e-tendering.</p> <p>f) “Service Provider” means the Bidder/s that has been selected by the Purchaser for execution of the services.</p> <p>(g) Bid inviting agency means Election Commission of India, which is inviting bid/RFP and finalizing agency of behalf of Chief Electoral Officer of states.</p> <p>(h) “Purchaser/procuring entity” means, “Chief Electoral Offices of Kerala” (CEO) with which the selected Bidder signs the Contract for the Services and will provide services to the same.</p> <p>(i) “Scope of Work” (SoW) explains the objectives, scope of work, activities, tasks to be performed and the respective responsibilities of the Purchaser and the Service Provider. It also includes the Service Level Agreement (SLA). A complete elaboration is available in Section III of the RFP.</p> <p>(j) “Standard Contract” means the Annexure-III of the RFP which provides the standard contract agreement to be signed between the Purchaser and the selected Service Provider.</p> <p>(k) "Confidential Information" means any information disclosed to or by any Party to this Contract and includes any information in relation to the Parties, a third party including any such information that may come to the knowledge of the Parties hereto/Bidder’s team by virtue of this Contract that is by its nature confidential or by the circumstances in which it is disclosed confidential and/or is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality; but does not include information which is or becomes public knowledge other than by a breach of this Contract.</p> <p>(l) "Sub-Contractor" means any person or persons or</p>
-----------------------	--

	<p>firm/company or their legal representatives, successors, assignees to which part of contract has been sublet by the successful bidder after necessary consent of ECI.</p>
<p>2. Procedure for Submission of online Bids on SPP Portal</p>	<p>(a) The bidders are required to submit soft copies of their bids electronically on the SPP Portal, using valid Digital Signature Certificate. The instructions given below are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements and submitting their bids online on the SPP Portal.</p> <p>(b) More information useful for submitting online bids on the SPP Portal may be obtained at https://etenders.kerala.gov.in</p> <p>1. Registration</p> <p>i) Bidders are required to enroll on the e-Procurement module of the State Public Procurement Portal (https://etenders.kerala.gov.in) by clicking on the link “Online bidder Enrollment” on the SPP Portal which is free of charge.</p> <p>ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.</p> <p>iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the SPP Portal.</p> <p>iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by Controller of Certifying Authorities (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.</p> <p>v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC to others which may lead to misuse.</p> <p>vi) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token</p> <p>2. Searching for tender document</p> <p>i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the SPP Portal.</p> <p>ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the SPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.</p> <p>iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk</p> <p>3. Preparation of bids</p> <p>i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.</p> <p>ii) Please go through the tender advertisement and the tender</p>

document carefully to understand the documents required to be submitted as part of the bid. Please note the number of packets in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

iii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. However must ensure that the document submitted are legible.

To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

4. Submission of bids

i) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to any issues. The system will not permit submission of documents beyond the deadline.

ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

iii) Bidder has to select the payment option as “online” to pay the tender fee and EMD as applicable and enter details of the instrument.

iv) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, so as to reach latest by the last date and time of bid submission or as specified in the tender documents. The details of the any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

v) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard Bill of Quantities (BoQ) format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

vi) The server time (which is displayed at the top of the tender site

	<p>on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.</p> <p>vii) As per CPP Portal, all the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure 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. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers. These instructions are available SPP website at link https://etenders.kerala.gov.in/</p> <p>viii) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details. ix) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.</p> <p>5. Assistance to bidders</p> <p>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 SPP Portal in general may be directed to the 24x7 SPP Portal Help desk. The contact number for the help desk is 0120-4001 002,0120-4001 005</p>
3. General	<p>i) All the provisions listed out in the Request for Proposal (RFP) issued by the ECI shall be binding upon the participating bidders of this RFP.</p> <p>ii) ECI will select Suppliers, in accordance with the method of selection as mentioned in RFP.</p> <p>iii) The detailed scope of the assignment/job has been described in the Scope of Work, the date and time and address for submission of the bid have been given in Data Sheet.</p> <p>iv) The Purchaser is not bound to accept any or all the bids, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidders.</p>
3.1 Only one Bid	A Bidder shall upload only one Financial Bid. If a Bidder submits or participates in more than one bid, such bids shall be disqualified
3.2 Bid Validity	indicates the period for which the Bidders' Bid must remain valid after the submission date.
3.3 Consortium	Bids received from Consortiums will be rejected. Subcontracting of any work resulting from the tender is not allowed, except where the RFP explicitly allows for the bidder to enter into a contract with a

	third party
4. Clarification and Amendment of RFP Document	<p>i) Bidders may request a clarification in the RFP document up to the number of days indicated in 'Data Sheet', before the bid submission date. Any request for clarification must be sent by standard electronic means to the Purchaser's address as indicated in the Schedule.</p> <p>At any time, before the submission of Bids, the Purchaser may amend the RFP by issuing an addendum/corrigendum in writing or by standard electronic means. The addendum/corrigendum issued shall be binding on all Bidders.</p>
5. Preparation of Financial bid	<p>i) The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser shall be in English.</p> <p>ii) The Financial Bid shall be prepared using the attached Standard Form as in BOQ (MS Excel format), Annexure-I and Annexure-II. It shall include all costs associated with the Service/Assignment. The financial bid shall not include any conditions attached to it. Any such conditional financial bid shall be summarily rejected.</p> <p>iii) The Financial Proposal/Commercial bid format as in Annexure-II of Section V is also provided as BOQ_XXXX.xls along with this tender document at https://etenders.kerala.gov.in/eprocure/app Bidders are advised to download this BoQ_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, bid will be rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with ECI. In case of discrepancy between the BOQ and Annexure-II of RFP, BOQ will prevail.</p>
6. Taxes	<p>i) The Bidder may be subject to taxes, such as, but not limited to GST, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract. Bidders shall mention all such taxes in quoted cost in the financial bid separately as per the format provided.</p> <p>ii) Bidders shall provide the price of their services in Indian Rupees and up to two decimal places only (for example: Rs 00.00) The Service Provider shall be entirely responsible for all taxes, duties, octroi, license fees, and demurrage charges etc., incurred of the contracted Services to the Purchaser. If there is any reduction or increase in duties and taxes due to any reason whatsoever after submission of Bid by the Bidder, the same shall be passed on to the Purchaser. Bidder shall provide the cost of the services and all applicable taxes separately as per the format provided in the RFP.</p>
7. Earnest Money Deposit (EMD)	<p>i) An EMD of the value as specified in the 'Data Sheet' may be payable online at SPP portal.</p> <p>ii) The Micro and Small Enterprises (MSE) as defined in MSE Procurement Policy of Department of Micro, Small and Medium Enterprises or who are registered with the Central Purchase Organisation, or with the Ministry of Electronics and Information Technology (MeitY), or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) are exempted from submission of EMD. Such Bidders must furnish a valid certificate in this regard along with the bid.</p>

	<p>iii) Bids not accompanied by EMD shall be rejected as non-responsive.</p> <p>iv) No interest shall be payable by the Purchaser for the sum deposited as Earnest Money Deposit.</p> <p>v) The EMD of the unsuccessful bidders would be returned within 30 days of signing of the contract with the successful bidder.</p> <p>vi) Non-compliance of given clauses by successful bidder shall constitute sufficient grounds for the annulment of award and forfeiture of EMD, ECI through a written notice to the other Party, may declare this contract to be null and void. Purchaser may award the contract to next ranked bidder or may publish new RFP.</p>
7.1 Forfeiture of EMD	<p>The entire EMD shall be forfeited by the Purchaser in the following events:</p> <p>i) If Bidder withdraws its bid during the validity period or any extension agreed by the Bidder thereof.</p> <p>ii) If the Bidder varies or modifies its proposal in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.</p> <p>iii) If the Bidder tries to influence the evaluation process.</p> <p>iv) If the Bidder/s selected as ‘Suppliers’ chose to withdraw the Bid before the finalization process (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Bid by the Bidder).</p>
8. Tender Fees	2500/-
9. Performance Security	<p>i) The selected Bidder shall be required to furnish a Performance Security equivalent to 10% of the assessed project value of the contract for the bidder estimated on the basis of finalized rates in the form of an unconditional and irrevocable Bank Guarantee or FDR from a scheduled commercial bank in India in favour of Election Commission of India for the entire period of contract with additional 90 days claim period.</p> <p>ii) Empaneled Service provider shall have to submit additional PBG @ 10 per cent of the cost of the additional allocated volume of work, in case such allocation is required and mutually agreed.</p> <p>iii) Performance Security shall be submitted by the successful bidder within 15 days of notification of Award of contract but before the signing of the contract.</p> <p>iv) The successful bidder has to renew the Bank Guarantee on same terms and conditions for the period of extension of contract including claim period.</p> <p>v) Performance Security would be returned after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the Bidder on any account under the contract.</p> <p>On submission of this Performance Security and after signing of the contract, the FDR/bank guarantee submitted towards EMD would be returned in original</p>
10. Submission, Receipt and Opening of Bids	<p>i) An authorized representative of the Bidders shall initial/sign all pages of the original Financial Bid before uploading on CPPP website. The authorization shall be in the form of a written power of attorney or board resolution in the name of the authorized signatory accompanying the technical bid and Financial Bid demonstrating that the representative has been duly authorized to</p>

	<p>sign.</p> <p>ii) For instructions on bid preparation and checklist of documents required for bid submission please refer Part-V of Section-II.</p> <p>iii) Bids shall be submitted online only at SPP website:https://etenders.kerala.gov.in not later than the time and the date indicated in the Data Sheet, or any extension to this date by the purchaser Any bid received by the Purchaser after the deadline for submission shall not be considered</p>
11. Right to Accept/ Reject the Bid	The Purchaser reserves the right to accept or reject any Bid and to annul the RFP process and reject all such bids at any time prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicants(s) of the grounds for such decision. The purchaser reserves the right to reject incomplete or incorrect bids.
12. Public Opening and Evaluation of Financial Bids	<p>i) Financial bids shall be opened on the date & time specified in the Schedule.</p> <p>ii) The Purchaser reserves the right to correct any computational errors. If there is a discrepancy between the unit cost and total cost (unit cost multiplied by volume), unit cost will be considered as final number and also in case of discrepancy between words and figures, words will be considered as final figure.</p>
13. Disqualification	<p>1. Purchaser has the sole discretion to disqualify any applicant and at any time during the evaluation of application, if the applicant:</p> <p>i) Submitted the application after the response deadline;</p> <p>ii) Made misleading or false representations in the forms, statements and attachments submitted as proof of the eligibility requirements;</p> <p>iii) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures etc. in any project in the preceding three years;</p> <p>iv) Submitted an application that is not accompanied by required documentation or is non-responsive;</p> <p>v) Failed to provide clarifications related thereto, when sought;</p> <p>vi) Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member;</p>
14. Award of Contract	<p>i) The Purchaser shall issue a 'Letter of Award of contract' to the selected Bidder after acceptance of work plan</p> <p>ii) The Bidder will sign the contract within 15 days of notification of Award of contract.</p> <p>iii) The Bidder is expected to commence the services within 30 days of signing of Contract. In case the winning Bidder fails to start the services within 30 days of signing of contract, then the Purchaser may exercise the right to cancel the award of work to the selected bidder and award to the next lowest bidder or cancel the RFP, as the case may be. In exceptional cases ECI may grant extension if the delay is due to reason not in control of the Service Provider.</p>
15. Termination of Contract	Notwithstanding the duration of the contract/ allocation of volume of work, the termination of the Contract is subject to the conditions as stipulated in General Conditions of Contract.

Part II:

BID DATA SHEET (BDS)			
1	Ref. Of invitation of Bids	NIB No. 29/EL2/2022/ELEC/ HOLOGRAM Date:17.09.2022	
2	Name & Address of Officer as the Procuring Entity (PE) And for clarification purposes	Chief Electoral Officer , Kerala Election Department, Legislature Complex, Vikas Bhavan Thiruvananthapuram -695033 on behalf of the District Election Officers (Collectors) All Districts, Kerala	
		Name	Sanjay Kaul
		Designation	Chief Electoral Officer
		Address	O/o the Chief Electoral Officer, Kerala Election Department, Legislature Complex, Vikas Bhavan, Thiruvananthapuram - 695033
		Phone No	0471 2305116
		Fax	
		Email	ceo_kerala@eci.gov.in
3	Placing Work Order/Payment authority	District Election Officers (Collectors) All Districts, Kerala	
4	Subjet Matter of Procurement	“Production & Supply of Hologram for PVC Elector’s Photo Identity Cards (EPIC)as per scope of work (SoW) & Specifications as mentioned in the Bid document/By ECI	
5	FOR Destination	Stores of the District Election Officer (Collector) All Districts, Kerala	
6	Joint Venture/Consortium/Association of Bidders	Shall Not Be Allowed	
7	Contract Period	Tenure of Contract: The contract shall be in force for 5 years or till the time the allocated volume of work is completed satisfactorily, whichever is earlier, subject to adherence to time lines/time frame and as per the terms and conditions of RFP. Extension of Contract : The Contract may be extended by a period of one year or part thereof at the same rate, terms & conditions, subject to satisfactorily performance by the Bidder.	
8	Bid Procedure	Single Stage Two Envelops Bidding (Two Parts) rate contract https://www.etenders.kerala.gov.in Open Competitive Bid Procedure given at www.ceokerala.gov.in	
9	Bid Evaluation Criteria (Selection Method)	Short-listing up to 3 to 4 (max) bidders whose rates are financially L1 after technically qualified.	
10	Website for downloading Bidding	https://www.etenders.kerala.gov.in	

	Document, Corrigendum, Addendum	www.ceokerala.gov.in
11	Bid Document Fee	Rs 2500 (Rupees Two Thousand and Five only) (Payable online)
12	Estimated Procurement Cost	Rs. 3150000.(Rupees Thirty One lakh Fifty thousand only)
13	Bid Security and Mod of Payment	Rs 50000 (Rupees Fifty thousand only)
		Mode of payment; Online
14	Period of Sale of Bidding Document (Start/End Date)	Start Date : 17.09.2022 6:00 PM End Date : 06.10.2022 by 05.00PM
15	Pre Bid queries submission	
		Pre Bid queries submission: on or before 22.09.2022 5.00 PM after which no query would be accepted & also PBQs should be sent to the prescribed email (ceo_kerala@eci.gov.in) only and not to be upload on e-Proc website (signed Scan copy & soft copy both should be sent to e-mail address). In case of repeat queries uploaded on e-Proc Website these queries will not be treated responsive and will not be entertained.
16	Date for the submission of Bids	Online at e-Proc Website https://www.etenders.kerala.gov.in up to 03.10.2022 at 05.00PM
17	Date/Time/Place of Technical Bid Opening	Date : 06.10.2022 Time: 11.30 PM Place : Office of CEO, Election Department, Legislature Complex, Vikas Bhavan, Thiruvananthapuram - 695033
18	Date/Time/Place of Financial Bid Opening	Will be intimated later to the Technically qualified bidders only
19	Bid Validity	180 days from the last date of bid submission
20	Language of Bid	English
21	Alternate Bids	Not permitted
22	Bid submitted	Original Bid; Unconditional and with no deviation
23	Bidders Detail	
24	a. Name of Bidder	
	b. Address of Correspondence	
	c. Name of Authorized Signatory	
	d. Mobile Number 1	
	e. Telephone No.	STD Code
	f. Fax Number	STD Code -
	h. Name of Website	
	I. E-Mail 1	

PART-III: ELIGIBILITY CRITERIA

1. Pre-Qualification Criteria:

Evaluation of Pre-qualification criteria will be as per the information/response provided by the bidders against Pre-qualification criteria along with the relevant supporting documents.

Important: Those service providers who do not qualify Pre-Qualification Criteria(s) will not be considered for any further processing and are liable to be rejected.

TABLE 1: CRITERIA FOR PRE-QUALIFICATION

1	Name of Bidder	
2	Mailing Address	
3	Telephone and Fax Number	
4	E-Mail address	
5	Name and designation of the person authorized to make commitments of ECI (Certificate of Authority to be provided)	
6	Year of establishment of firm	
7	Other financial activities of the firm/company	

S.No.	Pre-Qualification Criteria	Supporting Documents	Compliance (Yes/No)	Detailed Remarks
1	Company registered in India under the Companies Act 1956/Companies Act, 2013.	Registration in the name of the bidder valid as on the date of bid submission.		
2	The Bidder's Average Annual Turnover of at least Rs 4 Crore (Rupees Four Crore only) from Security holographic hot stamping foil for stamping on PVC card within India only, during the previous three Financial years (2018-2019, 2019-2020 and 2020-2021)	Certified copies of audited Financial statements & Annual report for three financial years i.e. (2018-2019,2019-2020 and 2020-2021). In case revenues from Security holographic hot stamping foil for stamping on PVC card within India only are not separately mentioned in the financial statement, a Certificate to the effect from the bidder's statutory auditor or Company Secretary of the firm is required to be furnished.		
3	Should have filed income tax returns for the three financial years (2018-2019, 2019-2020 & 2020-2021)	Certified copies of the ITRs filed by the entity for the immediately preceding three financial years i.e. (2018-2019, 2019-2020 & 2020-2021)		
4	The net worth of the bidder as on 31.03.2021 should be positive.	CA certificate with CA's Registration Number and seal.		
5	The bidder should not be blacklisted or debarred banned from participating or carrying out	Certificate from the whole-time Company Secretary or Statutory Auditors of the		

	business with the ECI or the Ministry of Electronics & IT or the entire Central Government at the time of the submission of the bid. An undertaking from the bidder, in this regard, should be submitted. A similar ban subsequent to the submission of the bid, but before the award of the contract shall also disqualify the bidder.	bidder.		
6	The bidder should be a member of Authentication Solution Providers Association (ASPA) at the time of bid submission.	Copy of the ASPA membership certificate valid on date of bid submission (duly signed by authorized signatory).		
7	The bidder should be a member of International Hologram Manufacturers Association at (IHMA) the time of bid submission.	Copy of the IHMA membership certificate valid on date of bid submission (duly signed by authorized signatory).		
8	The bidder must have successfully “completed” OR “completed part of the ongoing” projects of Security holographic hot stamping foil for stamping on PVC card within India only during last five years awarded by Government/ PSUs/Banks/NPCI of the following values as on 21.03.2021 (a) One project of not less than Rs. 1.5 cr or (b) Two projects costing not less than Rs 75 Lakh each. Or (c) Three projects costing not less than Rs 70 Lakh each	Satisfactory Work Completion Certificate(s) with date from the client/CA /CS pertaining to the value of work done as on 31.03.2021. Also provide client reference(s) detailing Name, Designation, Phone and Email Ids.		
9	The bidder should have ISO 9001 certifications, valid at the time of bid submission	Copy of the certification valid on date of bid submission.		
10	The bidder must be certified under Security Certification – TUV- ASPA (Formerly known as HOMAI) Hologram Security Standards.	Copy of the certificate valid on date of bid submission (duly signed by authorized signatory).		

Note: Documents must be signed by the CS/authorized signatory of the Bidder. Relevant portions in the documents submitted in pursuance of eligibility criteria, should be highlighted.

The bidder should have complete manufacturing facilities, including MASTER MAKING PROCESS and intermediate processes to produce holographic hot stamping foils in-house. The bidder must provide a self-certification for the existence of the following:

S. No	Plant & Machineries
1	Master Origination Machine
2	Electro forming System (Nickel plating on Glass Master for Production of Shims)

3	Embossing Machines
4	Adhesive Coating Machine
5	Slitting Machine
6	Inspection/Numbering Machine
7	Quality Control Department
8	Control Room Equipped with facility of Monitoring through CCTV
9	CCTV Cameras (Nos.)
10	Access control system

Note: None of the processes shall be allowed to be subcontracted or sublet to any other agency

Important:

1. Bidder must submit the presentation and video detailing the facilities (in-line with ECI requirements) of the proposed location(s) with the online bid.
2. ECI reserves the right to visit the Bidder's premises and include the same for evaluation.
3. Discrepancy between stated capacity/capabilities and site verification shall result in immediate disqualification.

PART-IV: SELECTION PROCESS

1. **EVALUATION OF PROPOSALS:** The evaluation of the proposal will be done in following parts:

- I. Preliminary Scrutiny: Each proposal will be scrutinized by a Screening Committee of Election Department to determine whether the documents have been properly signed, all relevant papers submitted and the proposal is in order. Proposals not conforming to such requirements will be prima facie rejected.
- II. Pre-Qualification: The minimum qualifying criteria will need to be met to be considered for opening of Financial Bid.

2. SELECTION OF FIRMS:

- I. i. The bidders will be pre-qualified on the basis of minimum qualifying criteria mentioned in the bid.
- II. ii. On the basis technical analysis of the bids, bidder will be qualified for the next stage that is financial bid.
- III. iii. The Financial Bids of only the 'Qualified Bidders' "will be opened.
- IV. iv. Bids received will be arranged from Lowest Cost (L1) to highest cost.
- V. v. The lowest rate L1, received from a qualified bidder will be treated as the "Discovered Rate".
- VI. vi. In case of Tie, Bidder with higher Average Annual Turn Over (as per Pre-qualification Criteria) will be ranked higher.
- VII. vii. The ECI reserves the right to call for a second bid process to select a firm for execution of the project.
- VIII. viii. In case only one bidder qualifies for financial bid opening, Election Department will have right to select the single qualified bidder or cancel the RFP.

Part V: INSTRUCTIONS ON BID PREPARATION AND DOCUMENTS

1. Online Bids Submission Process

1. The bid shall be submitted Online (complete in all respect). It must be uploaded on <https://etenders.kerala.gov.in/> in two packets i.e. Two Bid system (Pre-qualification bid and financial bid), and bidder must follow the procedure as detailed in Part I Section II of the RFP.

2. The bid shall be submitted online, the Signed and Scanned copy of all the required documents in

a. Packet 1

Part I – Pre-qualification sheets (As per checklist table 1 Part III Section II)
+ Supporting Documents + Copy of EMD + copy of Presentation + video)

b. Packet-2.

Part I - Financial Bid Submission as per annexures

Part II - Schedule of price bid in the form of BOQ_XXXX.xls

3. All the pages of bid being submitted must be signed by the authorised signatory and sequentially numbered by the bidder irrespective of nature of content of the documents and must contain the list of contents with page numbers before uploading. All the files mentioned above should be in .pdf format except for the BoQ which should be .xls format.

4. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

5. Original Instruments for EMD (as per Bank Guarantee Format in Appendix) must be submitted on or before the last date of submission of Bids to the address, date and time as mentioned in the Data Sheet.

2. FINANCIAL BID FORMS

1. The bidder shall quote “Cost per unit EPIC Card Hologram and all other applicable charges incidental to the service” as per the Scope of Work given. However, the taxes shall be excluded from the cost for the purpose of evaluation. Taxes should be mentioned separately in the financial bid format provided in the RFP.
2. Bidder must quote only one cost. Cost shall be provided up to two decimal places.
3. Bidder shall also separately mention all the statutory taxes, levies, duties etc. .

3. FINANCIAL BID COVERING LETTER

The Bidders shall submit the Financial Bid Covering Letter

4. FINANCIAL BID

The Bidders shall submit online the Financial Bid Form as given in Annexure 2 along with covering letter as specified in Annexure 1 Financial Bids which are not submitted as per the Financial Bid Forms shall be summarily rejected. Any conditional bids shall also be summarily rejected during the evaluation of the financial bids.

CHECKLIST

S.No.	Category	Detailed description	Compliance (Yes/No)
1.	Pre-Qualification Criteria	Signed and scanned copy of List and Supporting Documents (Checklist) as per table 1 Part III Section II + copy of presentation + copy of video Earnest Money Deposit	
2.	Financial Bid	Specified in schedule of price bid in the form of BOQ XXX.xls form given in Annexure 2.	

Section III

SCOPE OF WORK

PART-I: DESCRIPTION OF SERVICES

1. GENERAL

To manufacture & supply **Security Holographic Hot stamping Foil** (Gold/Silver Foil) for EPIC PVC Cards as per the holographic features prescribed by Election Commission of India (ECI). The bidder shall NOT outsource hologram master work (or any other intermediate process) to any other organization, and must have complete in-house infrastructure to manufacture EPIC hologram as per the specifications as mentioned below.

S. No	Area	Requirement
1.	Holographic Features	Indicative list of high security anti-counterfeiting holographic features are: Overt: Motion Effects Multi-channel Effects True Color Effects Gradient Effects Covert: Micro Security Features CLR based Effects Forensic: Nano Security Features Note: Selected bidder will be required to provide 5 sample designs in consultation with ECI based on aforesaid (or other better) features for finalization by ECI.
2.	Hologram Size	Hologram size (before stamping) : 20mm x 15mm Job size or die size (after stamping) : 16mm x 12mm
3.	Hologram Type	The security hologram must be suitable for hot stamping on EPIC card. It should be as per the design, approved and finalized by ECI.
4.	Film Type	Vacuum metalized, 19 to 23 micron polyester film of Silver and Gold shade to be used.
5.	Adhesive	Thermo Plastic polymer based adhesive to be used
6.	Hologram color	Gold/Silver Foil to be used
7.	Numbering	Each hologram has to be serially numbered to ensure proper accountability of the holographic hot stamping foil (numbering must not vanish by rubbing fingers upon it). Numbering may be on the holographic hot stamping foil over the holographic design or on the foil. However, upon hot stamping it must not get transferred on to the card

- Selected bidder will be required to make delivery for the holograms to Print Service Providers (PSP(s) selected by CEO without any extra cost.
- Details of the PSP Including name, location of delivery (within India).

- Bidder should maintain delivery proofs duly signed by Bidder as well as receiving PSP indicating Date/Time/Quantity etc.
- The diagrammatic representation of the ECI hologram for dimensions pre hot stamping and post hot stamping are as under:-

Sample of Hologram



Each order delivery should be accompanied by a “quality test report from a Govt Lab” based on the following tests:

A) Chemical:

S.No	Agent	Total Time	Concentration
1	Petrol	5 minutes	Pure
2	Diesel	5 minutes	Pure
3	Hot water(65°C)	30 minutes	Pure
4	Normal Soap Water	1 hour	5%

B) Physical Checks:

S.No	Agent	Test Procedure
1	image Quality	Check visually for the Brightness, visible defects/spots.
2	Flakes	The stamped image should be free from flakes along the sides of the hot stamping area.
3	Smudge Test	Briskly rub the image with your finger about 10 to 12 times & check visually for any deterioration to the image.
4	Tape Test	Apply 3M 810 Scotch tape (Magic Tape), on the sample & pull it abruptly in a single jerk at 25° angle to check visually for any residue on the Tape. The sample should withstand Tape Test without peel-off.
5	Effect of Humidity	Exposing the card to 27°C at 65% RH for 18 hrs in a Humidity Chamber.
6	Effect after exposing the card to 50°C & 80% RH for 18 hours	Expose the card to 50°C & 80% RH for 18 hours in a humidity chamber & check visually for any deterioration to the image after rubbing the surface with tissue paper.

Delivery Schedule

I. Turn Around Time (TAT) to deliver holograms to Card manufacturers:

Selected bidder shall deliver the Holograms to the Card Manufacturers as per the below S

Schedule:

Order Size	Turn Around Time (working days)
Less than 25,000	3 days
25,000 to 1,00,000	5 days
100,001 to 500,000	7 days
Above 500,000	10 days

II. Selected bidder shall maintain a minimum Hologram inventory at any point of time as prescribed by ECI from time to time.

III. Hologram Supplier should submit documentary evidences on delivery (duly signed by hologram

receiver at PSP) along with details like date, time, location, quantity of delivery etc. to CEOs.

IV. **Penalty for Default in Delivery:** If the Bidder does not deliver the holographic hot stamping foils as per the above delivery schedule, or such authorized extension of delivery period as permitted in writing by CEOs. CEOs shall impose a penalty @ 2% of the total value of the Order for each day's delay subject to a maximum of Rs 10000.00 of the total value of the Order, without prejudice to any other right or remedy available under the Purchase Order. In the case of delay in compliance with the order beyond 10 days of the stipulated time period, ECI/CEO will have the right to cancel the order.

SECURITY OF DATA

- a. Ensuring Security of electronic data provided by the ECI/CEO is of paramount importance. In addition to the standard guidelines of the Government of India on Data Security, the Security Guidelines issued by ECI.
- b. The SP has to comply with the existing Information Security Guidelines of ECI. These are updated periodically as per requirement and at all times.

Information Security Guidelines

Information security guidelines applicable to Service Provider are outlined in the ECI Information Security Policy Document. The Service Provider shall ensure the confidentiality, integrity and availability of ECI related data and services. The Information Security directives applicable has been categorized as below:

- i. Human Resources
- ii. Asset Management
- iii. Access Control
- iv. Password Policy v. Cryptography
- vi. Physical and Environmental Security
- vii. Operations Security
- viii. Communications Security
- ix. Information Security Incident Management
- x. Compliance
- xi. Change Management

Note: Detailed guidelines will be shared with the selected Service Provider

Part II SERVICE LEVEL AGREEMENT

1. Commence of Work:

Successful bidders should be ready for manufacturing and supply of ECI holographic hot stamping foils to CEO, Kerala within 30 days of signing of the contract. In-case of failure to start work in 30 days, ECI/CEO may choose to terminate the contract and PBG can be forfeited.

In exceptional case, ECI may consider to extend the timeline of start of work beyond 30 days.

2. Operational SLA:

The Selected bidder shall guarantee the quality and life of hologram for a period of twelve months from the date of manufacture, subject to holograms being stored in a cool and dry area. If part of the hologram quantity is rejected or a quality defect has been identified, the selected bidder shall replace such holograms within 2 working days.

S.N	Incidence	Penalty
1.	More than 3 incidences in a month	1% of the total order quantity
2.	More than 5 incidences in a month	2% of the total order quantity
3.	More than 10 incidences in a month	3% of the total order quantity
4.	More than 15 incidences in a month	**Shall be disqualified for Hologram manufacturing

.

Here incidences means hologram quantity is rejected or a quality defects has been identified by our Selected Card Manufacturers, ECI or empaneled Test Labs(s).

Note: In case of any dispute, the stand of ECI shall be final and binding to the service provider.

Note: SLA penalties, if any, shall be deducted on quarterly basis.

SECTIONS IV
GENERAL AND SPECIAL CONDITIONS OF CONTRACT
1. General Conditions of Contract

<p>1.1 Definitions</p>	<p>Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <p>(a) “Applicable Law” means the laws and any other instruments having the force of law in India.</p> <p>(b) “Purchaser/procuring entity” means the entity purchasing the services under this Contract</p> <p>(c) “Contract” means the Agreement entered into between the Purchaser and the Supplier, together with the contract document referred to therein including all the attachments, appendices, annexure and all documents incorporated by reference therein.</p> <p>(d) “GC” means these General Conditions of Contract (Part-I of Section IV).</p> <p>(e) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6 of GC, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract</p> <p>(f) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause 2.1 of GC.</p> <p>(g) “Government” means the Government of India/Government of Kerala.</p> <p>(h) “Supplier” means any private or public entity that will provide the Services to the Purchaser under the Contract. The Supplier is the entity, whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement.</p> <p>(i) “Party” means the Purchaser or the Supplier, as the case may be, and “Parties” means both of them.</p> <p>(j) “Personnel” means persons hired by the Bidder and assigned to the performance of the Services or any part thereof.</p> <p>(k) “SC” means the Special Conditions of Contract (Part-II of Section IV) by which the GC may be amended or supplemented.</p> <p>(l) “Services” means the work to be performed by the Supplier pursuant to this Contract, as described in Scope of Work at Section-III of RFP hereto.</p> <p>(m) “Bidder” means the entity bidding for the services under the Contract.</p> <p>(n) “Resident” means an individual who has resided in India for a period or periods amounting in all to one hundred and eighty two days or more in the twelve months immediately preceding the date of application for enrollment.</p> <p>(o) “ECI” means Election Commission of India.</p> <p>(p) “CEO” means Chief Electoral Officer and applies to Chief Electoral Officer of Kerala entering the contract.</p> <p>(q) “In writing” means communication in written form with proof of receipt.</p>
<p>1.2 Relationship between the Parties</p>	<p>Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Purchaser and the Supplier. The Supplier, subject to this Contract, has complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.</p>

1.3 Law Governing Contract	“This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable Laws of India.
1.4 Language	This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
1.5 Notices	<p>a) Any notice, request or consent required or permission to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent 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 to such Party at the address specified in the SC.</p> <p>b) A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC</p>
1.6 Location	Location will be specified by ECI/CEO offices to selected bidders.
1.7 Authorized Representatives	Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Purchaser or the Bidder may be taken or Executed by the officials specified in the SC.
1.8 Taxes and Duties	<p>(a) The Supplier and their Personnel shall pay all such direct and indirect taxes, duties, fees and other impositions levied under the Applicable Laws of India.</p> <p>(b) The Bidder may be subject to taxes, such as, but not limited to GST, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract. The quoted cost in the financial bid shall be exclusive of all such taxes. Such taxes shall be quoted separately.</p> <p>(c) If there is any reduction or increase in duties and taxes due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser/SP as the case may be.</p>
1.9 Fraud and Corruption	
1.9.1 Measures to be taken by the Purchaser	<p>(a) The Purchaser may terminate the contract forthwith</p> <p>(b) The Purchaser may also sanction against the Supplier, including declaring the Supplier ineligible, either indefinitely or for a stated period of time,</p>
1.9.2 Commissions and Fees	Purchaser will require the successful Supplier to disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents with respect to the selection process or execution of the contract. The information disclosed must include at least the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.
1.10 Interpretation	<p>In this Contract unless a contrary intention is evident:</p> <p>(a) the clause headings are for convenient reference only and do not form part of this Contract;</p> <p>(b) unless otherwise specified, a reference to a clause number is a reference to all of its sub-clauses;</p> <p>(c) unless otherwise specified, a reference to a clause, subclause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to</p>

	<p>time;</p> <p>(d) a word in the singular includes the plural and a word in the plural includes the singular;</p> <p>(e) a word importing a gender includes any other gender;</p> <p>(f) a reference to a person includes a partnership and a body corporate;</p> <p>(g) reference to legislation includes legislation repealing, replacing or amending that legislation;</p> <p>(h) where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;</p>

2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

2.1 Effectiveness of Contract	This Contract shall come into effect on the date the Contract is signed by both Parties as may be stated in the SC. The date, the Contract comes into effect is defined as the Effective Date.
2.2 Termination of Contract	
2.2.1 Termination of Contract for Failure to become effective	If this Contract has not become effective within such time period as specified in the SC, Purchaser through a written notice to the other Party, may declare this Contract to be null and void and award the contract to next lowest bidder.
2.2.2 Termination of Contract subject to necessary approvals	Notwithstanding the duration of the contract stated in GC 2.4, ECI/CEO of states, reserves the right to terminate the contract at any time without prejudice or liability.
2.3 Commencement of Services	The Supplier shall begin carrying out the Services within 30 days from the Effective Date specified in the SC
2.4 Expiration of Contract	Unless terminated earlier, this Contract shall expire at the end of such time period, after the effective date or after the agreed volume/quantity has been delivered, as specified in the SC. The contract may be extended by a period of one year or part thereof, subject to satisfactory performance by the Bidder.
2.5 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 or agreement not set forth herein.
2.6 Modifications or Variations	<p>a) 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. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.</p> <p>b) In cases of substantial modifications or variations, required by the Supplier, the prior written consent of the Purchaser is required.</p>
2.7 Force Majeure	
2.7.1 Definition	For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non- performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the

	<p>circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.</p> <p>b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.</p> <p>c) Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.</p>
2.7.2 No Breach of Contract	<p>The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.</p>
2.7.3 Measures to be Taken	<p>a. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.</p> <p>b. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.</p> <p>c. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p> <p>d. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Supplier, upon instructions by the Purchaser, shall either:</p> <p>(i) immobilize; or</p> <p>(ii) Continue with the Services to the extent possible, in which case the Supplier shall continue to be paid proportionately and on pro-data basis, under the terms of this Contract.</p> <p>(iii) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to procedure laid down in the document.</p>
2.8 Suspension	<p>The Purchaser may, by written notice of suspension to the SP, suspend all payments to the SP hereunder if the SP fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the SP to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the SP of such notice of</p>

	suspension.
2.9 Termination	
2.9.1 Termination	<p>A. The Purchaser may, without prejudice to any other remedy for breach of Contract, by 30 days prior written notice of default sent to the Service Provider, terminate the Contract in whole or in part in case of the occurrence of any of the events specified in bid document /RFP.</p> <p>(a) i. If the Service Provider fails to deliver Services within the time period(s) specified in the Contract, or any extension thereof granted by the Purchaser; OR ii. If the Service Provider fails to perform any other obligation(s) under the contract."</p> <p>(b) If the Service Provider becomes (or, if the Service Provider consists of more than one entity, if any of its members becomes and which has substantial bearing on providing Services under this contract) insolvent or go into liquidation or receivership whether compulsory or voluntary.</p> <p>(c) If the Service Provider, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>(d) If, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p> <p>(e) If the Service Provider submits to the Purchaser a false statement which has a material effect on the rights, obligations or interests of the Purchaser.</p> <p>(f) If the Service Provider places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.</p> <p>(g) If the Service Provider fails to provide the quality services as envisaged under this Contract. The Purchaser may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The ECI/CEO may decide to give one chance to the Service Provider to improve the quality of the services.</p> <p>(h) If the Service Provider has been blacklisted by the ECI/CEOs or disqualified for any reason. (i) If the Service Provider fails to fulfill its obligations under Clause</p> <p>(j) If the Service Provider fails to comply with any final decision reached as a result of arbitration proceedings</p> <p>(k) In the event of Service Provider is found :</p> <ul style="list-style-type: none"> (i) Sub-contracting of work/services (ii) Provided incorrect information to ECI. (iii) Non co-operative during audits conducted by ECI/CEO or auditing agencies appointed for the purpose. <p>(l) "If the Service Provider discloses any confidential information during its engagement with ECI/CEO, ECI may terminate this Contract, forthwith."</p> <p>(g) In the event the Purchaser, in its sole discretion and for any reason whatsoever, decides to terminate the Contract in whole or in part. The SP shall be liable to the Purchaser for any additional costs for such similar services. However, the SP shall continue performance of the Contract to the extent not terminated.</p>
2.9.2 Cessation of Rights and Obligations	Upon termination of this Contract all rights and obligations of the Parties here under shall cease.

2.9.3 Cessation of Services	Upon termination of this Contract by notice of either Party to the other pursuant to relevant Clauses, the Supplier 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 and shall make every reasonable effort to keep expenditures for this purpose to a minimum.
2.9.4 Payment upon Termination	Upon termination of this Contract, the supplier shall be entitled /not entitled to payments as per the following: (a) If the Contract is terminated pursuant to Clause 2.7, SP will be entitled to remuneration for Services satisfactorily performed prior to the effective date of termination; If the agreement is terminated pursuant of Clause 2.9 the Supplier shall not be entitled to receive any agreed payments upon termination of the contract
2.9.5 Extension of Contract	The contract may be extended by a period of one year or part thereof at the same rate, terms & conditions, subject to satisfactory performance by the Bidder and acceptance of both the parties.

3. OBLIGATIONS of the SUPPLIER

3.1 Standard of Performance	The Supplier shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology with safe and effective equipment, men, machinery, materials and methods.
3.2 Prohibition of Conflicting Activities	<p>The Supplier and their Personnel shall not engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.</p> <p>a) The Supplier shall protect from unauthorized access, loss or damage and also keep safe, secure and confidential all demographic information, all documents, data and information of any nature provided to the Supplier for the discharge of services.</p> <p>b) The Supplier shall not store, copy, publish, print, interfere, tamper with or manipulate the information/data received from ECI, other than required for discharge of services.</p> <p>c) The Supplier shall not give access to the information or data collected and received from ECI/CEOs in the course of discharge of services, to any person who is not authorized to handle the information or data. Information should only be given to authorized personnel and only used in the manner prescribed by ECI.</p>
3.3 General Confidentiality	Except with the prior written consent of the Purchaser, the Supplier and the Personnel shall not at any time communicate to any person or entity any confidential information acquired, stored and received from ECI/CEOs in the course of the Services, nor shall the Supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services. Breach of the obligation of confidentiality may invite legal action.
3.4 Insurance to be Taken Out by the Supplier	The Supplier a) shall take and maintain insurance against risks and coverage at their own cost but on terms and conditions approved by the Purchaser, as shall be specified in the SC;

	<p>and</p> <p>b) at the Purchaser’s request, shall provide evidence to the Purchaser showing that such insurance has been taken and maintained and the current premiums have been paid.</p>
<p>3.5 Accounting, Inspection and Auditing</p>	<p>a) The Supplier shall:</p> <p>(i) keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and</p> <p>(ii) periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser. The Audit expenses shall be borne by the Supplier.</p> <p>b) The Purchaser shall have the right to carry out inspection checks, audits of the Supplier’s premises and/ or locations, facilities, or point of delivery of services performed under this contract.</p> <p>c) The Purchaser shall have the right to carry out scheduled/ unscheduled visits to any of the locations, premises & facilities and oversee the processes and operations of the Supplier.</p> <p>d) If a third party audit is conducted at the instance of SP, the cost of audit will be borne by the SP</p>
<p>3.6 Sub-contracting</p>	<p>The Supplier shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract.</p>
<p>3.7 Reporting Obligations</p>	<p>The Supplier shall submit to the Purchaser the reports and documents as specified by ECI/CEOs time to time.</p>
<p>3.8 Rights of Use</p>	<p>All rights of use of any process, product, service, or data developed, generated, or collected, received from ECI/CEO or any other task performed by the Supplier under the execution of the contract, would lie exclusively with the Purchaser or its nominated agencies in perpetuity free from all liens, encumbrances, and other third party rights and the Supplier shall, wherever required, take all steps that may be necessary</p>

	to ensure the transfer of such rights in favour of the Purchaser or its nominated agencies.
3.9 Safety & Security of Data, Premises, Location/ site	<p>The Data provided by the Purchaser to the SP, if any, is the property of the Purchaser. The SP shall display due diligence in the handling of the said data and be responsible for the Data, thus provided.</p> <p>(a) The SP shall not use the information, the name or the logo of the Purchaser and or Government of India except for the purposes of providing the services as specified under this contract.</p> <p>(b) The SP shall not use and/or transmit any information, data, layouts, designs, diagrams, storage media (hard disk/tapes) or any other goods/material in physical or electronic form, which are proprietary to or owned by the Purchaser, without prior written permission from the Purchaser.</p> <p>(c) The SP shall follow the Security Guidelines issued by ECI.</p> <p>(d) Data Retention period shall be defined and reviewed for adequacy at least every three months jointly by the Purchaser and the SP.</p> <p>(e) Certificate of 'Data deletion' to be provided by the SP, at the time of raising periodic bills.</p> <p>(f) The SP would be governed by the provisions of the Law of the Land.</p> <p>(g) The Purchaser reserves the right to carry out third party Audits of the SP to ensure compliance of stated and implicit requirements. (h) The rogue behavior of the employees of SP shall fall under the 'Unlimited liability' to the SP.</p>
3.10 Equipment & Materials Provided by the Suppliers	Equipment or materials brought into India by the Supplier and the Personnel and used either for the Project or personal use shall remain the property of the Supplier or the Personnel concerned, as applicable.
3.11 Intellectual Property Rights(IPR)	The intellectual property rights to all the outputs, deliverables, data, and reports developed during the execution of this Contract shall remain sole property of the Purchaser.
3.12 Assignment	The Supplier shall not assign, in whole or in part, any of their obligations under this Contract.

4. SUPPLIER'S PERSONNEL

4.1 General	The Supplier shall employ and provide such
--------------------	--

	qualified and experienced Personnel as are required to carry out the Services
4.2 Project Manager	If required by the Purchaser, the Supplier shall ensure that at all times during the Supplier's performance of the Services a Project Manager, acceptable to the Purchaser, shall take charge of the performance of such Services

5. OBLIGATIONS OF THE PURCHASER

5.1 Assistance and exemptions	Unless otherwise specified in the SC, the Purchaser shall use its best efforts to ensure that the Government shall: <ul style="list-style-type: none"> (a) Issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate in its opinion for the prompt and effective implementation of the Services. (b) Provide to the Supplier and Personnel any such other assistance as may be required in its opinion specified in the SC.
5.2 Change in the applicable Law related to Taxes and Duties	a) The supplier and their Personnel shall pay taxes, duties, fees, and other impositions levied under the Applicable Laws of India. b) The supplier shall be entirely responsible for all taxes, duties, octroi, license fees, and demurrage charges etc., incurred of the contracted Services to the Purchaser. If there is any reduction or increase in duties and taxes due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser/ resident/ supplier.
5.3 Services, Facilities and Property of the Purchaser	The Purchaser shall make available to the Supplier and its Personnel, for the purpose of the Services and free of any charge, the services facilities and property as deemed necessary in its opinion.

6. PAYMENTS TO THE SUPPLIER

.1 Payment for Services	6(a) ECI shall notify the rate applicable for one unit of EPIC Hologram based on the price discovery proposal submitted by the bidder on this RFP. Notified unit rates shall include the material cost, Manufacturing cost, Supply cost and all or any other charges incidental to the delivery services as per the scope of work of the supplier for one hologram. (b) The amount payable shall be finalized after taking into account the Penalties, SLAs,
-------------------------	---

	<p>Dues and Exemptions, if any applicable. (c) The payment due will be calculated on actual utilization of holograms, for invoice duration, duly certified by PSP.</p> <p>(d) The Purchaser shall make the payment within 45 days of receiving the invoice from the SP, subject to reconciliation process.</p>
6.2 Currency of Payment	All payments shall be made in Indian Rupees
6.3 Terms of Payments	<p>The payments in respect of the Services shall be made as follows:</p> <p>(a) The SP shall submit invoice for payment when the payment is due as per agreed terms on 'Calendar month basis'. The payment shall be released as per the work-related milestones achieved".</p> <p>(b) The invoices submitted by the SP and the respective SLAs to be imposed thereon, if any, will be processed and verified by CEOs/or any of its agencies, so authorized by it from time to time.</p> <p>(c) All payments under this Contract shall be made to the accounts of the SP specified in the SC.</p> <p>(d) In the event of any wrong payment to SP, the difference shall be adjusted in the subsequent payments.</p> <p>(e) In case of early termination of the contract, the payment shall be made to the SP as mentioned here with:</p> <p>i) Assessment should be made about work done from the previous payment period, for which the payment is made or to be made till the date of the termination.</p> <p>ii) The SP shall provide the details of the output/services performed during this period with supporting documents. Based on such details, the payment shall be calculated based on the rate as specified.</p>
7. GOOD FAITH	
1 Good Faith	7.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.
7.2 Operation of the Contract	The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life 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

	<p>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 failure to agree on any action pursuant to this Clause shall not give rise to a dispute, subject to arbitration in accordance with the relevant Clause as per the Arbitration & Conciliation (Amendment) Act, 2015 as amended from time to time, to be decided by a sole arbitrator. The authority to appoint the arbitrator shall be the CEO.</p>
--	--

8. SETTLEMENT OF DISPUTES

<p>8.1 Amicable Settlement</p>	<p>Performance of the contract is governed by the terms & conditions of the contract. In case of 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 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, clause 8.2 shall become applicable.</p>
<p>8.2 Arbitration</p>	<p>(a) Any dispute between the Parties arising out or in connection with this contract or in respect of any defined legal relationship associated therewith or derived there from, the Parties agree to submit that dispute to arbitration as per the Arbitration & Conciliation (Amendment) Act, 2015 as amended from time to time, to be decided by a sole arbitrator. The authority to appoint the arbitrator shall be the ECI/CEOs.</p> <p>(b) The arbitration proceedings shall be held at Kerala and language used in this proceedings shall be English.</p> <p>(c) The decision Arbitrator appointed to deal with such matters shall be accepted by the parties as final and binding on parties.</p> <p>(d) The decision to continue of performance of their respective remaining obligation under this contract or to rescind the contract shall be decided mutually, despite the continuation of arbitration proceedings.</p> <p>(e) The parties shall use their best endeavors to procure that the decision of the arbitrator is given within a period of six months or as after as is possible after it has been</p>

	<p>demanded.</p> <p>(f) The courts in New Delhi, India shall have exclusive jurisdiction in relation to this contract including this clause.</p> <p>(g) All fees for pertaining to arbitration proceedings shall be borne by the parties equally.</p> <p>(h) All other costs incurred by the parties shall be borne by the respective parties.</p>
--	--

9. LIQUIDATED DAMAGES

9.1 Definition	<p>(i) The parties hereby agree that due to negligence of act of any party, if the other party suffers losses, damages, the quantification of which may be difficult, and hence the amount specified hereunder shall be construed as reasonable estimate of the damages and both the parties agree to pay such liquidated damages, as defined hereunder as per the provisions of this Contract.</p>
9.2 Limitation	<p>(j) The SP is liable to the Purchaser for payment of penalty as specified in the SLA.</p>

10. ADHERENCE TO RULES & REGULATIONS

10.1 Adherence to Safety Procedures, Rules, Regulations & Restrictions	<p>The SP shall comply with the provisions of the contract/terms and conditions of RFP.</p> <p>(a) The SP shall also comply with provisions of all laws including labour laws, rules, regulations and notifications issued there under from time to time.</p> <p>(b) All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and the SP shall abide by these laws.</p> <p>(c) Access to the data centre/ data processing sites and Purchaser's locations shall be restricted to only essential personnel belonging to the SP who are genuinely required for execution of work or for carrying out management/ maintenance who have been explicitly authorized by the Purchaser. The SP shall maintain a log of all activities carried out by each of its personnel.</p> <p>(d) The SP shall take all measures necessary or proper to protect the personnel and facilities and shall observe all reasonable safety rules and instructions. The SP shall adhere to all security requirement/regulations of the Purchaser during the execution of the work.</p> <p>(e) The SP shall take all measures to ensure</p>
--	---

	<p>compliance with all applicable laws and shall ensure that the Personnel are aware of consequences of non compliance or violation of laws including Information Technology Act, 2000 (and amendments thereof).</p> <p>(f) The SP shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.</p> <p>(g) The SP shall at all times indemnify and keep indemnified the Purchaser for any situation arising out of this clause while providing its services under the Project</p>
--	---

11. LIMITATION OF LIABILITY

<p>11.1 Limitation of Liability</p>	<p>Except in case of gross negligence or willful misconduct:</p> <p>(a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and</p> <p>(b) The aggregate liability of the Supplier to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Supplier to indemnify the Purchaser with respect to patent infringement or any third party claims.</p> <p>(c) The Purchaser shall not be liable to the Supplier in case of any loss or profits or additional costs incurred etc. subsequent to termination of contract as per Clause under Arbitration and Conciliation (Amendment) Act, 2015 of this contract.</p>
--	--

12. MISCELLANEOUS PROVISIONS

<p>12.1 Miscellaneous Provisions</p>	<p>(i) Any failure or delay on part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.</p> <p>(ii) The Supplier shall notify the Purchaser of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract.</p> <p>(iii) The Supplier shall at all times indemnify and keep indemnified the Purchaser against</p>
--------------------------------------	---

	<p>all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under this Contract.</p> <p>(iv) The Supplier shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Supplier</p> <p>(v) The Supplier shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, agent(s), employed engaged or otherwise working for the Supplier, in respect of wages, salaries, remuneration, compensation or the like.</p> <p>(vi) All claims regarding indemnity shall survive the termination or expiry of the Contract.</p> <p>(vii) All materials provided to the Purchaser by bidder are subject to Country and STATE public disclosure laws such as RTI etc.</p> <p>(viii) The Supplier shall not make or permit to be made a public announcement or media release about any aspect of the Contract or any activity related to ECI without a written consent from the Purchaser.</p>
--	---

PART-II : SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract (SC) shall supplement the General Conditions of Contract (GC). Whenever there is a conflict, the provisions herein shall prevail over those in the GC.

(Clauses in brackets { } are optional; all notes should be Deleted in final text)

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
A.	<p>The addresses are: Bid Inviting and Selection Agency: Chief Electoral officer Election Department Legislative Complex . Vikas bhavan Thiruvananthapuram , Kerala 695033</p> <p>E-mail: ceo_kerala@gov.in</p> <p>Supplier: Attention: Facsimile: E-mail: Authorized entities to enter contract for EPIC hologram provider on behalf ECI are - Chief Electoral Officer of the Kerala who are also purchaser/procurement entities.</p>
B.	The Services shall be carried out and supplied at the site/s as agreed to and approved by the ECI/CEO.
C.	<p>The Authorized Representatives are: For ECI/CEO: 1. 2.</p> <p>For the Supplier:</p>
D.	The effective date of the Contract: Date of Signing of the contract by both parties which is 15 days from Notification of award
E.	The date for the commencement of Services: Within 30 days from the signing of the contract between the Purchaser and the Supplier.
F.	The tenure of the contract shall be: 60 months
G.	<p>The risks and the coverage shall be as follows:</p> <p>(a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in India by the Supplier or its Personnel, with a minimum coverage as per Motor Vehicles Act 1988;</p> <p>(b) Third Party liability insurance, with a minimum coverage of the value of the contract</p> <p>(c) Professional liability insurance, with a minimum coverage of the value of the contract</p> <p>(d) Purchaser's liability and workers' compensation insurance in respect of the Personnel of the Supplier and in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(e) Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Supplier's</p>

	property used in the performance of the Services, and (iii) any outputs prepared by the Supplier in the performance of the Services.
H.	The amount shall be in Indian Rupees (INR)
I.	<p>General terms and conditions of Payment</p> <p>1) All undisputed and eligible payments shall be made by the Purchaser in favour of the SP.</p> <p>2) The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs.</p> <p>3) SP shall obtain sign-off for each milestone completed from the CEO office and raise invoice against the same to CEO office.</p> <p>4) Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within 45 days of submission of invoice and subject to reconciliation.</p> <p>5) Power to withhold: Notwithstanding anything contained in the payment schedule, if in the opinion of the Purchaser/CEO, any work done or supply made or service rendered by SP is deficient in any manner in comparison to the prescribed standards, Purchaser/CEO shall be at liberty to withhold a reasonable portion of the payments due to the SP, till such work/ supply/ service is made conforming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser/CEO office under this contract.</p> <p>6) All payments under this Contract shall be made to the account of the SP with (Bank & A/c No.):</p>
J	The Arbitration proceedings shall take place in New Delhi in India and cost of Arbitrator / Arbitration to be borne by parties themselves.

SECTION-V

ANNEXURES AND APPENDICES

ANNEXURES:

- I. Financial Bid Covering Letter
- II. Financial Bid Form
- III. Standard Contract Form
- IV. List of Documents to be submitted

APPENDICES:

- A. Form of Performance Bank Guarantee Bond
- B. Form of Bank Guarantee for EMD

ANNEXURE-I

Financial Bid Covering Letter

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

To,
(Address)

Ref: Request for Proposal (RFP) Notification No. dated

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notified vide dated..... for ECI, in full conformity with the said RFP document.
2. We, the undersigned, offer to provide services to ECI/CEO in accordance with your RFP.
3. We have read the provisions of the RFP document, confirm our acceptance for the same and we are hereby submitting our Financial Bid.
4. We agree to abide by this RFP, consisting of this letter, financial bid and all requisite supporting documents, for a period of 180 days from the closing date fixed for submission of bid as stipulated in the RFP document.
5. We hereby declare that we have not been charged with any fraudulent activities by any Central/State/UT Government.
6. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.
7. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988" and its amendments.
8. We understand that ECI is not bound to accept any bid received in response to this RFP.
9. In case we are engaged by ECI/CEOs for executing the services, we shall provide any assistance/cooperation required by ECI/CEOs/auditing agencies appointed by it/ECI officials for performing auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.
10. In case we are engaged as a Supplier, we agree to abide by all the terms & conditions of the Contract that will be issued by ECI.
11. The financial bid includes the cost of Manufacturing and Supply of holograms (as per specifications mentioned in RFP) including incidental cost/ other expenses, cost of providing additional services and performing all functions as per the 'Scope of Work' and 'SLAs' defined in this RFP.
12. Our correspondence details with regard to this RFP are:

No.	Information	Details
1.	Name of the Contact Person	
2.	Address of the Contact Person	
3.	Name, designation and contact address of the person to whom all references shall be made regarding this RFP	
4.	Telephone number of the Contact Person	
5.	Mobile number of the Contact Person	
6.	Fax number of the Contact Person	
7.	Email ID of the Contact Person	
8.	Corporate website URL	

Yours sincerely,

Signature of Authorized Signatory (In full as well as initials):

Name: and Title of Signatory:

Name of firm:

Address:

ANNEXURE II

Financial Bid Form

Reference: BID/RFP document Dated

1. Financial Bid for the total per unit cost for the services required by the ECI is given in Table below. All taxes GST, Service tax, duties, fees, levies etc has also been quoted separately as per the format provided.

Item	Item Description	Total Unit Cost (in Rs) up to two decimal places (exclusive of all taxes) Unit cost	Taxes (in %)	Total unit cost (Inclusive of taxes) Up to two decimal places
(A)	(B)	(C)	(D)	(E)
1	Manufacture and Supply of holograms (as per specifications mentioned in RFP) including incidental cost/ other expenses			

L1, L2, L3 so on will be decided on the basis of information furnished in column 'C'

Signature of Authorized Signatory

:

Name and Title of Signatory

:

Name of Firm :

ANNEXURE III

Standard Contract Form
Contract for EPIC card Hologram

This Manufacturing and Supply of Supply of EPIC Hologram Agreement is made at Name of the state on this day 2022

BETWEEN

Chief Electoral Office of the state Kerala having office at Election Department, Legislature Complex, Vikas Bhavan Thiruvananthapuram-695033 who is duly authorized by Election Commission of India (ECI) to sign and execute this contract as procuring entity or purchaser, **the Purchaser/CEO** which expression shall unless repugnant to the context thereof include his successors, heirs, representatives, administrators;

AND

..... having its registered office at (hereinafter called "**the Supplier**") which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, of the OTHER PART. **Purchaser** and **Supplier** are collectively referred to as the "**Parties**" or individually referred to as a "**Party**" as the context may require.

WHEREAS, the ECI/bid inviting agency had invited bids for certain Services, viz., "RFP for EPIC HOLOGRAM PROVIDER" vide their bid document number dated AND WHEREAS, various applications were received pursuant to the said bid. AND WHEREAS, the bid **inviting agency** has accepted the said Bid by the Supplier for the supply of those Services as per the following rates exclusive of all statutory taxes (hereinafter "**the Contract Price**").

AND WHEREAS, vide a Letter of Intent dated, the Purchaser agreed to place order for 'EPIC HOLOGRAM PROVIDER' as per the rates given below:

Item	Unit Rate in INR (in figures)	Unit Rate in INR (in words)
EPIC Hologram Manufacturing and Supply		
Manufacture and supply of holograms (as per specifications mentioned in RFP) including incidental cost/ other expenses		

And in pursuance of having accepted the said bid, the Parties have agreed to enter into this Agreement. The Parties understand that all the conditions of the RFP, its amendments and clarifications issued, including those on allocation of volume, will be binding on both the parties.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the RFP.

The following documents (collectively referred to as "Contract Documents") shall be deemed to form and be read and construed as part of this Agreement, viz.:

- a) RFP for EPIC HOLOGRAM PROVIDER
- b) Performance Security Bank Guarantee Bond

- c) Acceptance letter of the bidder dated
- d) Duly signed notification of Award dated
- e) Amendments and clarifications issued

The following Appendices: [Note: If any of these Appendices are not used, the words "Not Used" should be inserted below next to the title of the Appendix,]:

- a) Form of Performance Bank Guarantee Bond
- b) Form of Bank Guarantee for EMD

The mutual rights and obligations of the Purchaser and the Supplier shall be as set forth in the Contract, in particular:

- a) the Supplier shall carry out the Services in accordance with the provisions of the Contract; and
- b) the supplier shall receive payment in accordance with the provisions of the Contract.

The total estimated quantity of Volume Allocation of EPIC HOLOGRAM PROVIDER as per the RFP is crore (..... Crore). However the supplier understands that the quantity for supplier may differ from the estimated quality.

The Supplier has already submitted a Contract Performance Guarantee amounting to Rs/- (Rupees in words) which would be valid for 90 days beyond the one year of period of contract.

The services shall be carried out at the site/premises at..... India as agreed by the Parties.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For/on behalf of (Chief Electoral Officer) (Name of the state)

[Authorized Representative]

For/ on behalf of *[name of Supplier]*

M/s

[Name & position]

Authorized Representative]

List of Documents Submitted

Date :

Bid No.:

To

Chief Electoral Officer Kerala
 Election Department, Legislature Complex, Vikas Bhavan
 Thiruvananthapuram-695033

We, the undersigned, declare that:

The following documents listed herein have been submitted –

Sr. No.	Document Type	Fulfilling Clause No.	Page No. (Attached in the document)	Remarks

(Signature)

Authorized Signatory

Name:

Office Seal:

Date:

Designation :

Place:

APPENDIX A

FORM OF PERFORMANCE SECURITY BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....

Bank Guarantee

No.....

Date.....

To

Chief Electoral Officer Kerala
Election Department, Legislature Complex, Vikas Bhavan
Thiruvananthapuram-695033

Dear Sir,

1. In consideration of the Election Commission of India, Ministry of Law and Justice, Government of India, on behalf of the CEC, ECI, (hereinafter referred to as the 'bid inviting agency and Chief Electoral Officer refer to as purchaser' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at (hereinafter referred to as the "Supplier" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No dated

and the same having been acknowledged by the Supplier, resulting in a Contract, bearing No..... dated.....valued at.....for..... (scope of Contract) and the Supplier having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs..... (in words & figures).

2. We.....(Name & Address of Bank Branch) having its Head office at (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Supplier merely on a demand from the Purchaser stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Purchaser by reason of breach by the said Supplier(s) of any of the terms or conditions contained in the said Agreement or by reason of the Supplier(s)' failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser and the Supplier or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Purchaser discharges this guarantee.

3. The Purchaser shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time to extent the time for performance of the Contract by the Supplier. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Supplier, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Purchaser and the Supplier or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Purchaser or any other indulgences shown by the Purchaser or by any other matter or thing

whatsoever which under law would, but for this provision have the effect of relieving the Bank.

4. The Bank also agrees that the Bid Inviting Agency/Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Supplier and not withstanding any security or other guarantee the Purchaser may have in relation to the Supplier's liabilities. 5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Supplier(s)/Service Provider(s).

6. Notwithstanding anything contained herein above:

a. Our liability under this guarantee is restricted to Rs..... (in words & figures).

b. This Bank Guarantee will be valid upto ; and

c. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before

In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this.....day of.....2022 at.....

WITNESS

(Signature)
(Name)

(Signature)
(Name)

(Official Address)

(Designation with Bank Stamp)

Attorney as per Power of Attorney No.....Dated.....

BANK GUARANTEE FOR EMD

(To be Stamped in accordance with Stamp Act)
The non-judicial stamp paper should be in the name of issuing Bank
Ref..... Bank Guarantee No.....
Date.....

To

Chief Electoral Officer Kerala
Election Department, Legislature Complex, Vikas Bhavan
Thiruvananthapuram-695033

Dear Sirs,

1. In accordance with Invitation to Bid under your Specification No..... M/s having its Registered/Head Office at (hereinafter called the 'Bidder') wish to participate in the said Bid or..... and you, as a special favour have agreed to accept an irrevocable and unconditional Bank Guarantee for an amount of..... valid upto on behalf of Bidder in lieu of the Bid deposit required to be made by the Bidder, as a condition precedent for participation in the said Bid.
2. We, the Bank at (local address) having our Head office at guarantee and undertake to pay immediately on demand by Election Commission of India (ECI), the amount of (in words & figures) without any reservation, protest, demur and recourse. Any such demand made by said 'Owner' shall be conclusive and binding onus irrespective of any dispute or difference raised by the Bidder.
3. This guarantee will not be discharged due to the change in the constitution of the Bank or the Supplier(s)/Service Provider(s).
4. Notwithstanding anything contained hereinabove:
 - a. Our liability under this guarantee is restricted to Rs (in words & figures).
 - b. This Bank Guarantee will be valid upto ; and
 - c. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this.....day of.....2022.....at.....

WITNESS

(Signature)
(Name)

(Signature)
(Name)

(Official Address)

(Designation with Bank Stamp)

Attorney as per Power of Attorney No.....Dated.....

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (“Agreement”) is executed on day of 2022 (“Effective Date”), by and between:

Chief Electoral officer or CEO, having its office at Election Department, Legislature Complex, Vikas Bhavan Thiruvananthapuram-695033 (hereinafter referred to as the “**Authority**” which expression shall, unless repugnant to the context and meaning include its successors, administrators and assigns) of the ONE PART;

AND

....., a Company duly registered under the Companies Act 1956 / 2013, through its authorized representative [Name] holding the designation [Designation], having its registered office at [address], (hereinafter referred to as the “**Bidder**” which expression shall, unless repugnant to the context and meaning, include its successors, administrators, executors, attorneys, agents and assigns) of the OTHER PART.

WHEREAS:

- A. The Bidder is desirous of bidding for Bid No..... covering “[RFP FOR SELECTION OF EPIC HOLOGRAM PROVIDER]” (hereinafter called the said 'RFP') issued by the Authority.
- B. The Bidder is aware and confirms that the Authority’s business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents made available by the Authority in the RFP documents during the bidding process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and/or proprietary to the Authority.

NOW THEREFORE,

In consideration of disclosure of confidential information, and in order to ensure the Authority’s grant to the Bidder of specific access to Authority’s confidential information, property, information systems, network, databases and other data, the Bidder agrees to all of the following conditions.

It is hereby agreed as under:

1 The confidential information to be disclosed by the Authority shall include without limitation, any and all information in written, representational, electronic, verbal or other form, whether or not expressly marked as “Confidential”, relating directly or indirectly to inventions, processes, products, methodologies, algorithms, risk matrices, thresholds, parameters, reports, data, models, deliverables, work products, specifications, architecture, project information, money laundering typologies, related computer programs, systems, trend analysis, risk plans, strategies, operating techniques, source codes, object codes, “know how”, drawings, designs, patents, copyright, trademarks, trade secrets, unpublished records and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Authority.

2 The Bidder agrees to hold in trust any Confidential Information received by the Bidder, as part of the Tendering process or otherwise, and the Bidder shall maintain strict confidentiality

in respect of such Confidential Information, and in no event the degree of confidentiality shall be less than the Bidder uses to protect its own confidential and proprietary information.

3 The Bidder agrees to indemnify the Authority against any and all losses, damages, claims, or expenses incurred or suffered by the Authority as a result of the Bidder's breach of this Agreement.

4 Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Tendering process or thereafter may require the Bidder's personnel to be present on premises of the Authority or may require the Bidder's personnel to have access to software, hardware, computer networks, databases, documents and storage media of the Authority while on or off premises of the Authority.

5 The Bidder shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent unauthorised access to it.

6 The Bidder agrees that upon termination/expiry of this Agreement or at any time during its term, at the request of the Authority, the Bidder shall promptly deliver to the Authority the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

7 In the event that the Bidder hereto becomes legally compelled to disclose any Confidential Information, the Bidder shall notify the Authority within 24 hours and render best effort assistance to the Authority to enable the Authority to prevent or minimize to the extent possible, such disclosure. Bidder shall not disclose to a third party any Confidential Information or the contents of this RFP without the prior written consent of the Authority.

8 The Bidder understands and acknowledges that any disclosure or misappropriation of any of the Confidential Information in violation of this Agreement may cause the Authority irreparable damage, the amount of which may be difficult to ascertain and, therefore, agrees that the Authority shall have the right to apply to a court of competent jurisdiction for an order restraining any such further disclosure or misappropriation and for such other relief as the Authority shall deem appropriate. Such right of the Authority shall be in addition to Remedies otherwise available to the Authority at law or in equity.

For and on behalf of:

For Authority

(Authorised Signatory Office Seal:)

For Bidder

(Authorised Signatory Office Seal:)

Name:

Designation: Chief Executive Officer

Date:

Place:

Name:

Designation:

Date:

Place:

ELECTION COMMISSION OF INDIA

NIRVACHAN SADAN, ASHOKA ROAD, NEW DELHI -110001

No.23/EPIC Security/2021-ERS

Dated: 18th January, 2022

To,

The Chief Electoral Officers
of all States/UTs

Subject: New security Features for the Colour PVC EPICs– regarding.

Sir/Madam,

In an effort to prevent electoral fraud, Elector's Photo Identity Card (EPIC) was introduced by the Commission in the year 1993. The work of printing and delivering EPICs has been executed at the level of the CEO Office in each State/UT.

2. With the passage of time and in view of major advances in technology, the Commission has decided that the **quality of cards, security features and other specifications** shall be further improved. New Security features of EPIC shall be as under: -

1. The new PVC EPIC will be horizontal in shape with following size: -

a. Card size:

CR 80 (86mm × 54mm × 0.76mm) variation permissible of plus and minus 5%

b. Thickness:

760 microns (plus and minus 10%)

2. **Hologram:** Hologram size (after stamping): 16mm x 12mm. To be hot stamped made up of 19-23 Micron polyesters film of Gold/ Silver shade.

3. **Micro text:** Text as the border of the Photograph in size 19 to 25 micron.

4. **Ghost image printing:** Elector Photograph (Front side).

5. **Guilloche pattern** on the base of the card (Three colour guilloche design).

6. **QR Bar code** with 3000+ text characters.

3. The specifications of the PVC EPIC with new security features and specifications of the Hologram which needs to be hot pressed on PVC EPIC are enclosed herewith **Annexure – A** and **Annexure - B**.

4. EPIC shall be supplied with prescribed security features and personalization details printed upon them.

5. **CEOs shall select** "Colour PVC Card manufacturer cum security printer"-with in-house printing facilities on PVC sheet incorporating security features and personalization capacity.
6. EPIC being an important identity card, CEOs shall ensure that only competent card printers as well as hologram printers who are currently supplying Visa Card or Master Card or RuPay or RBI or IBA or PVC Aadhaar Card, having ISO 27001 and ISO 9001 certificates, and are having requisite installed capacity to manufacture EPIC Cards (as per the requirement of the State/UTs) are empaneled at the State/UT level.
7. The hologram manufacturer should also be a member of Authentication Solution Providers Association (ASPA), International Hologram Manufacturers Association at (IHMA) ISO 9001 certifications and must be certified under Security Certification – TUV-ASPA (Formerly known as HOMAI) Hologram Security Standards.
8. Relevant Financial Rules of the State/UT shall be followed while selecting vendors.
9. EPICs will be delivered to the electors as per the directions of the Commission contained in its letter Nos.-23/EPIC Security/2021-ERS, dated 05/10/2021 and 23/ID/2021-ERS dated 22/06/2021. Card Printer shall have facility of auto enveloping and will deliver the EPICs in the covers as per the instructions contained in above mentioned letters so that Postal Department could further distribute these to the concerned electors.
10. All the CEOs are requested to switch to new PVC EPIC on or before 1st April, 2022, however, CEOs of poll going states of Goa, Manipur, Punjab, Uttar Pradesh and Uttarakhand will be required to switch over to new PVC EPIC within one month of completion of elections.

Yours faithfully,



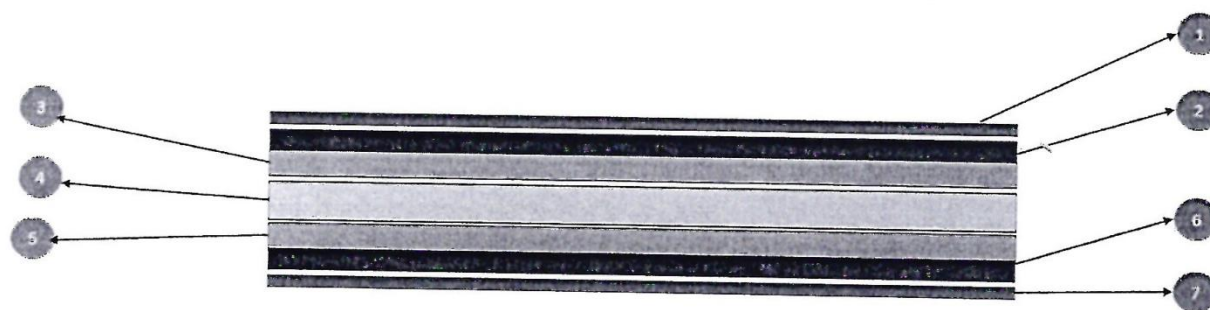
(RAKESH KUMAR)
SECRETARY

SPECIFICATIONS OF CARD:

a. Card type:

All new cards will be printed on a PVC sheet with a coloured photograph. Material Poly Vinyl Chloride, Glossy/Mat finishing (PVC)+ Polyethene Terephthalate Glycol (PETG).

Proposed layering of EPIC card



1,7: Overlay 50 Micron Top and Bottom
2,6: Variable Data Print layer (LASER Printing 600 DPI and Above)
3,5: PVC Layer 180 Micron Top and Bottom
4: PetG Middle Layer 340 Micron

b. Card size:

CR 80 (86mm x 54mm x 0.76mm) variation permissible of plus and minus 5%

c. Thickness:

760 microns (+/-10%)

d. Lamination (Overlay)

Glossy/Mat finishing

e. Design & Layout:

Indicative design as provided by ECI. The Election Commission may alter the design, colour scheme and layout at any time.

f. ISO Standard:

CR-80 type adhering to ISO/IEC 7810 /10373 standards

Hologram hot stamping

1. The exact number of holograms received in the reel from hologram manufacturer must be documented by the card printer as a secure document.
2. Card printer shall get required tests of holograms conducted before stamping to card printers.

OTHER FEATURES

1. Relief tint of “Election Commission of India” in bilingual, i.e., English & Hindi.
2. The National Emblem is printed on the upper left-hand corner, and the Election Commission of India logo is printed in colour on the upper right-hand corner.
3. Personalization:-

Front and Back of new EPIC



The front side of the EPIC card features the Election Commission of India logo and name in Hindi and English. It includes the card number ZBIOKLM987, a photograph of the elector, and personal details: Name: Anita Kumari Chauhan, Father's Name: Satish Kumar Chauhan, Gender: Female, and Date of Birth: 12/04/1984. There are also small icons of the Indian flag and a QR code.

भारत निर्वाचन आयोग
Election Commission of India
मतदाता फोटो पहचान पत्र - Elector Photo Identity Card

ZBIOKLM987

नाम: अनिता कुमारी चौहान
Name: Anita Kumari Chauhan

पिता का नाम: सतीश कुमार चौहान
Father's Name: Satish Kumar Chauhan

लिंग / Gender: स्त्री / Female

जन्म तिथि / आयु: 35 वर्ष
Date of Birth / Age: 12/04/1984

Front side



The back side of the EPIC card features a QR code, the card number ZBIOKLM987, and the address: HNo. A-32, Sunder Vihar, Ram Nagar, Sodala, Jaipur, Rajasthan - 302019. It also includes the name of the issuing officer, the issue date (28/10/2021), and a note in Hindi and English stating that the card is not a proof of age for election purposes. The contact number 1950 and the website www.ceorajasthan.nic.in are also provided.

पता: एच.नं. ए-32, सुंदर विहार, राम नगर, सोडाला,
जयपुर, राजस्थान - 302019

Address: HNo. A-32, Sunder Vihar, Ram Nagar,
Sodala, Jaipur, Rajasthan - 302019

निर्वाचक पंजीकरण अधिकारी, मालवीय नगर, जयपुर
Issue Date: 28/10/2021

नोट / Note:
प्रत्येक चुनाव से पहले कृपया वर्तमान निर्वाचक नामावली में अपने नाम की जांच कर लें।
Before every election, please check that your name exist in current electoral roll.

यह कार्ड चुनाव के उद्देश्य को छोड़कर आयु का प्रमाण नहीं है।
This card is not a proof of Age except for the purpose of election.

ZBIOKLM987

1950 www.ceorajasthan.nic.in

Back side

SECURITY OF DATA

- Standard guidelines of the Election Commission and Information Security (Categorized) to be followed.
- The Digital Certificate/HSM required for data encryption will be procured by the Card Printer and public key to be shared with CEO.
- Sorting of data - "Collating and sorting software, card tracking number etc."

SPECIFICATIONS OF HOLOGRAM

To manufacture & supply **Security Holographic Hot stamping Foil** (Gold/Silver Foil) for EPIC PVC Cards as per the holographic features prescribed by Election Commission of India (ECI). The bidder shall NOT outsource hologram master work (or any other intermediate process) to any other organization, and must have complete in-house infrastructure to manufacture EPIC hologram as per the specifications as mentioned below.

S.No.	Area	Requirement
1.	Holographic Features	Indicative list of high security anti-counterfeiting holographic features are: Overt: <ul style="list-style-type: none">• Motion Effects• Multi-channel Effects• True Color Effects• Gradient Effects Covert: <ul style="list-style-type: none">• Micro Security Features• CLR based Effects Forensic: <ul style="list-style-type: none">• Nano Security Features
2.	Hologram Size	Hologram size (before stamping) : 20mm x 15mm Job size or die size(after stamping) : 16mm x 12mm
3.	Hologram Type	The security hologram must be suitable for hot stamping on EPIC card.
4.	Film Type	Vacuum metalized, 19 to 23 micron polyester film of Silver and Gold shade to be used.
5.	Adhesive	Thermo Plastic polymer based adhesive to be used.
6.	Hologram color	Gold/Silver Foil to be used.
7.	Numbering	Each hologram has to be serially numbered to ensure proper accountability of the holographic hot stamping foil (numbering must not vanish by rubbing fingers upon it). Numbering may be on the holographic hot stamping foil over the holographic design or on the foil. However, upon hot stamping it must not get transferred on to the card.

- The diagrammatic representation of the ECI hologram:

Sample of Hologram



To ensure that the hot stamped hologram is durable each order delivery should be accompanied by a “quality test report from a Govt. Lab” based on the following tests: -

A) Chemical:

S.No.	Agent	Total Time	Concentration
1	Petrol	5 minutes	Pure
2	Diesel	5 minutes	Pure
3	Hot water (65°C)	30 minutes	Pure
4	Normal Soap Water	1 hour	5%

B) Physical Checks:

S.No.	Agent	Test Procedure
1	Image Quality	Check visually for the Brightness, visible defects/spots.
2	Flakes	The stamped image should be free from flakes along the sides of the hot stamping area.
3	Smudge Test	Briskly rub the image with your finger about 10 to 12 Times & check visually for any deterioration to the image.
4	Tape Test	Apply 3M 810 Scotch tape (Magic Tape), on the sample & pull it abruptly in a single jerk at 25°angle to check visually for any residue on the Tape. The sample should withstand Tape Test without peel-off.
5	Effect of Humidity	Exposing the card to 27°C at 65% RH for 18 hrs. in a Humidity Chamber.
6	Effect after exposing the card to 50°C & 80% RH for 18 hours	Expose the card to 50°C & 80% RH for 18 hours in a humidity chamber & check visually for any deterioration to the image after rubbing the surface with tissue paper.

ELECTION COMMISSION OF INDIA

NIRVACHAN SADAN, ASHOKA ROAD, NEW DELHI -110001

No.23/EPIC Security/2021-ERS

Dated: 19th May, 2022

To,

The Chief Electoral Officers
of all States/UTs

Subject: New security Features for the Colour PVC-EPICs– further guidelines- regarding.

Reference: Commission's Letter No. 23/EPIC Security/2021-ERS, dated 18.01.2022.

Sir/Madam,

I am directed to state that guidelines and instructions on new security features for colour PVC-EPICs have already been issued vide Commission's letter cited under reference above. In continuation of the said letter and in order to bring uniformity and standardization of the specifications of both EPIC and Hologram, the Commission has further clarified the quality, security features and other specifications of the new secured PVC-EPIC, as under: -

Front Side Specification/dimension:-

- a) **National Emblem:** To be printed on the upper left-hand corner (5.00 mm from left edge & 4.00 mm from top edge).
- b) **EPIC Number:** To be printed below the National emblem (5.00 mm from left edge and 2.00 mm above the photograph). Font of the EPIC number printed on both sides of card should be "Arial Rounded Bold MT" for better readability by the Optical Character Readers (OCRs).
- c) **Photograph of Elector:** To be printed at the left corner below the EPIC number
Width – 21.00 mm, Height – 28.00 mm
(3.00 mm from the left edge and 5.00 mm above the bottom edge).
- d) **ECI Logo:** To be printed on the upper right-hand corner (4.00 mm from top edge and 5.00 mm from right edge)
- e) **Ghost Image:** Width – 7.00 mm, Height – 9.00 mm (5.00 mm from right edge and 31.00 mm from bottom edge)

- f) **Ghost EPIC Number:** To be printed at right side of Ghost image in vertical (bottom-up) direction (2.00 mm from the right edge)
- g) **Hologram:** At the right bottom corner (3.00 mm from the edges)
- h) **Elector's Name, Relative's Name, Gender and Date of Birth** to be printed (in English and regional language) on the right-side of photograph of the elector. Either Age or DOB shall be printed on the card. Age will be printed in case DOB is not available in the E-Roll data.

Back Side Specification/dimension:-

- a) **Facsimile signature of Electoral Registration Officer:** To be printed on the top left corner.
 - b) **QR code:** To be printed below the "facsimile signature of ERO" on the left side of the card (4.00 mm from the left edge and 14.00 mm below the top edge)
 - ✓ Width – 25.00 mm, Height – 25.00 mm.
 - ✓ QR code will consist of EPIC No, Name of Elector, Relative's Name, Date of Birth/Age.
 - ✓ Provision to read QR code printed on the card will be made available on Voter Helpline App (VHA).
 - c) **EPIC Number:** To be printed below the QR code (7.00 mm from the left edge and 10.00 mm above the bottom edge)
 - d) **Elector's Address, Electoral Registration Officer and AC/PC No. & Name and 'Note'** are to be printed in bilingual (in English and regional language) to the right side of QR code.
 - e) **Voter Helpline No. (1950), CEO's website address and Old EPIC No. (if available)** issued to the elector, if any, are to be printed below the horizontal red line, at the bottom of the card.
2. A sample EPIC card along with prescribed specifications/dimensions of both front and back sides of EPIC is enclosed herewith as Annexure-'A' for reference. The detailed specification of Hologram to be printed on the card is enclosed herewith as Annexure-'B'.
3. The National Emblem, Election Commission of India, Elector Photo Identity Card, ECI Logo, Micro-text along the border of photograph of elector, CEO's website address, Helpline Number, should be pre-printed on the card. In addition to this, background on both sides of the Card should also be pre-printed.

4. The personalization of card (*Name of Elector, Relative's Name, Photograph, Ghost Photograph, Gender, Date of Birth/Age, Address, No. & Name of AC/PC, Designation and Facsimile signature of ERO, Issue Date, "Note", EPIC Number (both sides), Ghost EPIC Number, Old EPIC Number (if available), QR Code*) shall be done using EPIC printing tool in ERO-Net.
5. All the specifications have to be executed adhering to the error margins specified under the Model RFP for EPIC Printers & Model RFP for Hologram and international standards, wherever not specified in the RFP.
6. All concerned may be informed accordingly.

Yours faithfully,



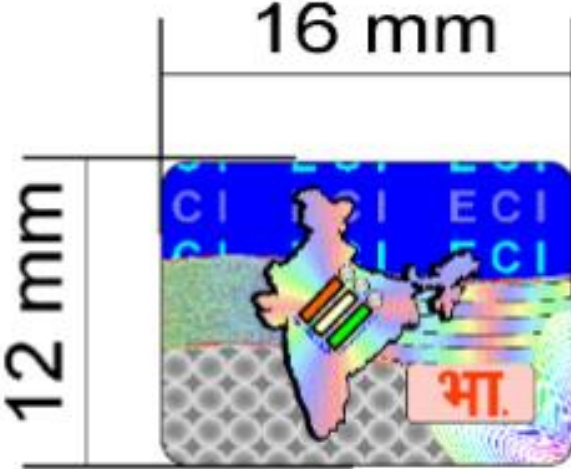
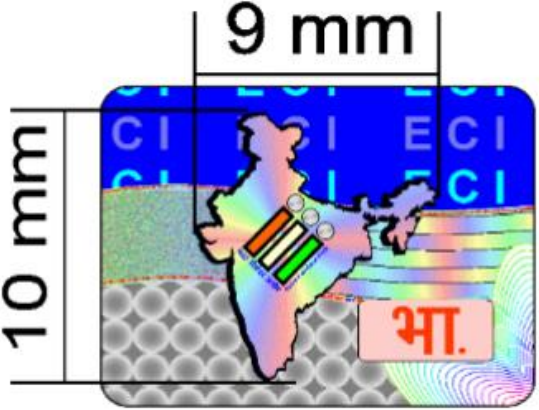
(AJAY KUMAR)
SECRETARY

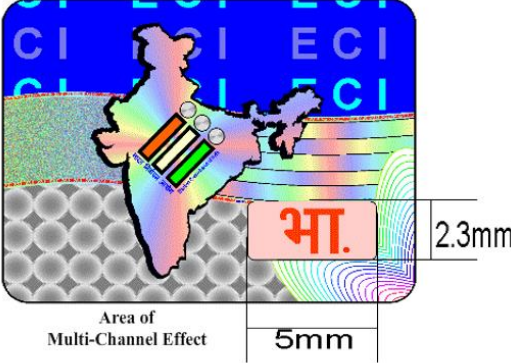
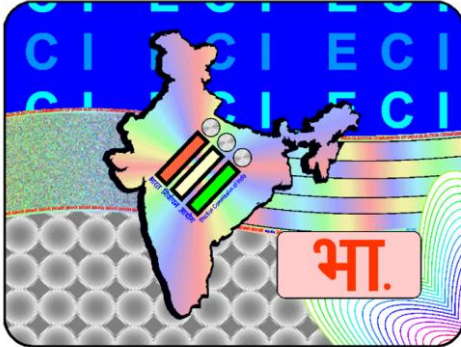
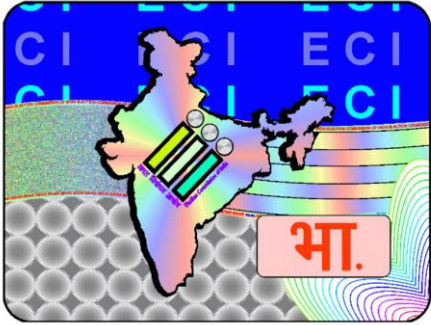
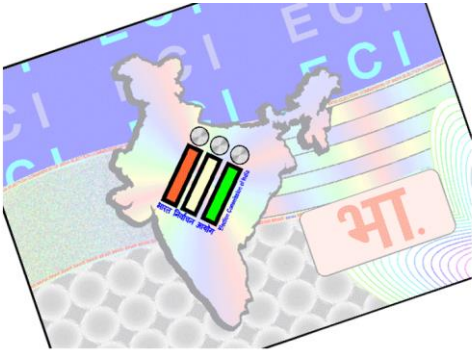
Sample Front and Back of New Secured EPIC with detailed specifications/dimensions

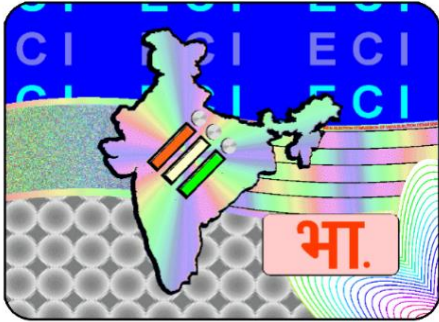
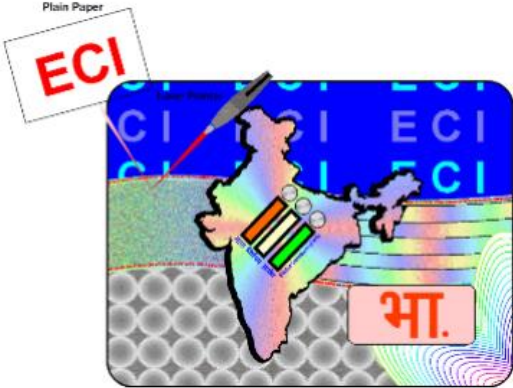
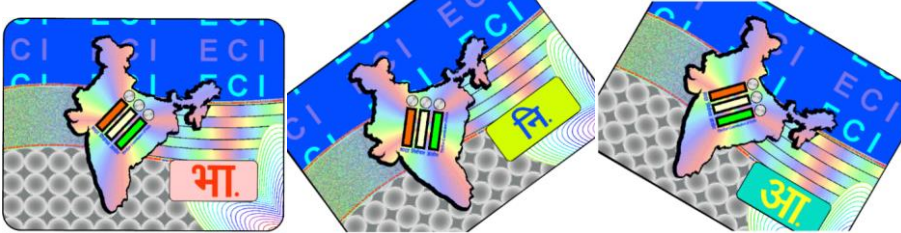


Specifications of HOLOGRAM

The Hologram shall be hot stamped on the EPIC to provide additional security features. The security features of the hologram along with its dimensions are as follows:-

Sr.No.	Detailed description
1	<p>The final hologram dimensions after hot stamping shall be 16mm X 12mm.</p>  <p style="text-align: center;">Finish Size</p>
2	<p>The size of the map of India in the hologram shall be 9mm X 10 mm.</p> 
3	<p>The area of multi-channel effect has been marked and highlighted.</p>

	 <p style="text-align: center;">Area of Multi-Channel Effect</p>
4	<p>Motion Effect takes place in the blue background where the letters ECI move horizontally out and in simultaneously giving a wavy effect.</p> 
5	<p>True Colour effect – The true colours of the ECI symbol are manifested only at certain tilt and at all other angles you can see different colours.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Not true Colours</p> </div> <div style="text-align: center;">  <p>True Colours</p> </div> </div>
6	<p>Gradient effect has been introduced all over country's map and the adjacent silver bands on the right and left of the country map. The gradient effect manifests like a rainbow effect in the mentioned areas of the hologram.</p>

	
7	<p>CLR Based effect – The Letter ECI are shown on plain paper when the laser is pointed at a certain region of the hologram.</p> 
8	<p>Multi-channel effect – 3 channel flip effect shows the first three letters of Bharat Nirvachan Aayog (Bha, Ni, Aa in Hindi) as follows.</p> 
9	<p>Micro Security features – There are two lines running across the hologram horizontally. The first line contains the micro-text “ELECTION COMMISSION OF INDIA” and the second line contains the micro-text “NAME OF STATE/UT” as shown below.</p>

	
10	<p>Nano-security feature – The region just next to the right side of Sikkim has the Nano text “ECI” embedded. This security feature needs a very high-resolution lens to read it hence detecting this would be a big challenge, thereby discouraging forgery.</p> 