

TENDER DOCUMENT FOR PRINTING AND SUPPLY OF PRE-PRINTED/PERSONALISED COLOUR PVC ELECTORS' PHOTO IDENTITY CARDS (EPIC) WITH NEW SECURITY FEATURES AND HOT STAMPING OF HOLOGRAM AND PRINTING OF VOTER MANUAL KIT INCLUDING ENVELOP, WELCOMELETTER AND VOTER GUIDE FOR MANIPUR.

OFFICE OF THE
CHIEF ELECTORAL OFFICER MANIPUR
LAMPHELPAT, IMPHAL WEST -795004
www.ceomanipur.nic.in

### **TENDER SCHEDULE**

Office of Chief Electoral Officer, Manipur invites tenders under Two Bid System (Technical Bid & Financial Bid) for selection of agency for supply of Preprinted colour PVC Electors' Photo Identity Cards (EPIC) with printing and hot stamping of Hologram and printing of voter manual kit including envelope, CEOs cover letter and Voter Guide with new security features.

S1. NO	Information	Details		
1.	Bid- Inviting Authority	Chief Electoral Officer, Manipur Election Department, Lamphelpat, Manipur -795004 e-mail: ceo_manipur@eci.gov.in		
2.	Name of the work	Manufacture and supply of Pre- printed Personalised Colour PVC Electors Photo Identity Cards (EPIC) with prescribed security features, hot stamping of Hologram, printing of voter manual kit including envelope, welcome letter and Voter Guide.		
3.	Tender Reference	e-Roll-101/1/2022-ELEC-ED		
4.	Date of Tender Publication	28th February, 2024 at 2:00pm		
5.	Last date & time for submission of online Technical & Financial bids	7th March, 2024 at 11:00 am		
6.	Estimated work value	Rs.7,11,489/-		
7.	Earnest Money Deposit (EMD)	Rs. 90,000/- should be paid by way of Demand Draft or Banker's Cheque drawn in favour of "Chief Electoral Officer, Manipur" and payable at Imphal only.		
8.	Last Date of submission of EMD	7th March, 2024 at 11:00 am		
9.	Date of Opening of Technical Bid	7th March, 2024 at 11:30 am		
10.	Date of Opening of Financial Bid	8th March 2024 at 11:30 am		
11.	Tender Fee	Rs.5000/- (non-refundable)		
12.	Performance Guarantee (BG)	3% of the total value of tender		
13.	Alternate Bids	Not Permitted		
14.	Tender Period 1(one) year from the date recommendation			

		https://manipurtenders.gov.in (tender submission)		
15.	e-Tender Portal	http://manipur.gov.in. (Download tender documents)		
		https://ceomanipur.nic.in (Download tender documents)		
16.	Address for Communication	Office of the Chief Electoral Officer, Manipur, Lamphelpat – 795 004, Manipur Landline: 0385 2412841 Fax No.: E-mail: ceo_manipur@eci.gov.in		

### **Important Instructions:**

- a. An Agency will be selected under procedures described in this RFP. Agencies will be required to register on the website, which is free of cost. The Agencies would be responsible for ensuring that any addendum/ corrigendum available on the website is also downloaded and incorporated.
- b. For submission of the bid, the bidder is required to have Digital Signature Certificate (DSC). Possession of Digital Signature Certificate (DSC) and registration of the bidder on the portal i.e. https://manipurtender.gov.in is a prerequisite for e-tendering.
- c. Any proposal or modification to proposal received outside e-procurement system will not be considered. The electronic bidding system would not allow any late submission of Proposal.
- d. Bidders are also advised to refer "Bidders Manual Kit" available at e-Tender Portal for further details about the e-Tendering process.
- e. All tenders will be opened on the appointed date and time. Bidders who wish to be part of the bid opening process may kindly be present.
- f. Financial bid opening will be done in the presence of technically qualified bidders or their representatives, on the appointed date and time.
- g. The proposal may be submitted through e-Tender Portal i.e. <a href="https://manipurtenders.gov.in">https://manipurtenders.gov.in</a>. Tender documents may be seen/downloaded from <a href="https://manipurtenders.gov.in">https://manipurtenders.gov.in</a> & <a href="https://manipur.gov.in">https://manipur.gov.in</a> and <a href="https://ceomanipur.nic.in">https://ceomanipur.nic.in</a>.

## Definitions used in the Tender Document:

1	Agreement	Moone the decument signed by the Authority (Pleation
	rigicement	Means the document signed by the Authority (Election Department) and the Bidder that incorporate any final
		corrections or modifications to the tender and is the legal
		document binding on both the parties to all terms and
		conditions of the Contract.
2	BG	Bank Guarantee
3	Bid	Means the complete bidding document submitted by the
		Bidder to the Authority and shall include any
		corrections, addenda and modifications made therein In
		accordance with the terms and conditions of tender.
4	Bidder	Means the party who makes a formal offer in pursuance
		of the tender floated.
5	CEO	Chief Electoral Officer
6	Invitation of Bid	Means the advertisement published in accordance with
		the legal requirements or notifications by other means to
		prospective Bidders of the forthcoming opportunity to
		Bid for the Contract.
7		Means the formal acceptance of the bid of the Successful
	Acceptance	Bidder by CEO, Manipur
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8	Lowest Tender	Means the tender which, on evaluation, is found to be the
		most beneficial to the procuring entity in financially
		quantifiable terms.
9	Payment	Means the amount payable by CEO, Manipur based on
1.0		the tendered items as per the agreement.
10	Period	Means entire term of the Contract.
11	Purchaser	Purchaser means the end-user for whom the
		procurement / Services is indented through the tender.
12	RFP	Request for Proposal
13	Successful	Successful Bidder means the Bidder who becomes
	Bidder	successful through the tender process.
14	Service Tax	As per the announcement of Government of India, service
		tax will be paid at actuals as applicable.
15	Department/	Office of the CEO,Manipur
	Office	

### 1. Scope of Work

- (a) Background: In an effort to prevent electoral fraud, EPIC (Electoral Photo Identity Card) was introduced by Election Commission of India (ECI) in the year 1993. Guidelines have been issued by ECI from time to time to incorporate various security features in EPIC.
- (b) The ECI has directed that "Colour PVC Card manufacturer and security printer" -within-house printing on PVC sheet with security features and capacity of personalisation, and proper security management to be selected.
- (c) Manufacture and Pre-printed/ Personalised Colour PVC Electors Photo Identity Cards (EPIC) to be supplied with prescribed security features and hot stamping of Hologram along with Welcome letter, Voter Guide and Envelope as per the following schedule:
  - (i) Summary Revision Period: To be printed by the firm in bulk.
  - (ii) Continuous Up-dation period: To be printed by the firm.
- (d) The Bidders shall keep themselves informed on the instructions, terms & conditions, specifications and ECI guidelines on Personalized PVC EPICs issued from time to time.
- (e) It will be imperative for each Bidder(s) to familiarise itself/ themselves with the prevailing legal situations for the execution of contract. This office shall not entertain any request for clarification from the Bidder regarding such legal aspects of submission of the Bids.
- (f) It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bids and no claim whatsoever including those of financial adjustments to the contract awarded under this tender will be entertained. Neither any time extension nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder to appraise themselves.
- (g) The Bidder shall be deemed to have satisfied itself fully before Bidding as to the correctness and sufficiency of its Bids for the contract and price quoted in the Bid to cover all obligations under this Tender.
- (h) It must be clearly understood that the Terms & Conditions and specifications are intended to be strictly enforced along with ECI guidelines in the subject matter. No escalation of cost in the Tender by the Bidder will be permitted throughout the period of contract or throughout the period of completion of contract whichever is later, on account of any reasons whatsoever but benefit of price fall due to any reason shall be passed on.
- (i) The Bidder should be fully and completely responsible for all the deliveries and deliverables within the stipulated timelines.
- (j) The Office reserves right to cancel part or complete bids without giving any reason. State of Manipur structure is given as below:
  - i. District Election Officers (DEOs) = 16
  - ii. Total Colour EPICs printed in the State/UT in the last three years 2020-2021 Form 6+8 = 478492, 2021-2022 Form 6+8 = 209950 2022-2023 Form 6+8 = 60110 respectively.

- (k) The Personalized PVC EPICs shall be supplied with prescribed security features and personalization details printed upon them and hot stamping of Hologram.
- (m) The selected vendor shall procure the Hologram from a reputed Hologram manufacturer as per specification given by the Election Commission of India vide letter dated 18.01.2022 (Annexure-XI). The Hologram manufacturer should be member of the Authentication Solutions Providers Association (ASPA), International Hologram Manufacturers Association at (IHMA) ISO 9001Certification and must be certified under Security Certification TUV-ASPA (Formerly known as HOMAI) Hologram Security Standards. The cost of Procurement of Hologram & hot stamping shall be included in the price Bid. No additional charge for Hologram will be paid.

### Detailed Scope of work: -

- 1. Manufacture, print and supply Coloured PVC EPIC in given specifications, security features, base text contents, colour photograph, personalized with voters' details as per specification.
- 2. Hot stamping of Holograms on each EPIC as specified below and in ANNEXURE 11.
- 3. Print and supply Envelopes in 4 colours (CMYK) on 70 GSM Maplitho paper layout design and dimensions provided in ANNEXURE 11. Self-adhesive Address Sticker and self-adhesive Postal bar code to be printed by the selected agency and affixed on the envelope in the given space as per specification (Fully automated).
- 4. Print and supply Welcome Letter & Voter's Pledge on 70 GSM Maplitho paper. Welcome letter with EPIC stuck on it on front side and Voter's Pledge on the backside. Refer ANNEXURE 11 for Welcome Letter layout design and dimensions & for Voter's Pledge layout design and dimensions.
- 5. Print and supply Voter Guide to be printed on 70 GSM Maplitho paper as per layout design and dimensions mentioned in ANNEXURE 11. Voter guide will be printed and supplied for new voters only. (i.e., The electors who applied through Form-6 only)
- NOTE: Final personalized EPIC along with Welcome Letter, Voter Guide and Voters' Pledge will go inside the Envelope and closed. The voter's name, name of voter's relative and address with Pin Code, Assembly Constituency Number and the Mobile Number of the elector if available will have to be printed in the welcome letter and should be visible in the window envelope. Postal bar code (Article ID) will have to be printed on the envelope before handing the envelopes to the Department of Posts. (This process will be in fully automated manner)

### 2. Specifications of PVC Card:

S1 No	Specification	Details		
a)	Card type	All new cards will be printed on a PVC sheet with coloured photograph. Material Poly Vinyl Chloride, Glossy/Mat finishing (PVC)+Polyethene Terephthalate Glycol (PETG) Proposed Layering is mentioned in the RFP document.		
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 &	Indicative design provided with bid document. Election				
,	Layout	department may alter the design, colour scheme and layout any				
	, and the second	time.				
f)	ISO Standard	CR-80 type adhering to ISO/IEC 7810 /10373 standards				
g)	Special Feature	QR Bar code with 3000+ text characters. However, Election				
		department, may alter the size, specifications, and layout of the				
		OR code any time before or during the currency of the contract				
h)	Indicative list of	i) Guilloche pattern on the base of the card. Design shall be				
	card features	provided by Election department (Three colour guilloche design)				
		ii) The National Emblem printed on the upper left-hand corner				
		and Election Commission of India logo printed on the upper				
		right-hand corner in colour.				
		-0				
i)	Other Features/F	Pre-printed/ Personalization				
j)	Back	Relieftintof"ElectionCommissionofIndia"inbilingual,i.e.,English&				
		Manipuri.				
k)	Front side	i) National Emblem: To be printed on the upper left-hand				
	Specification/	corner (5.00mm from left edge& 4.00 mm from top edge)				
	dimension	ii) <b>"ELECTION COMMISSION OF INDIA"</b> in English & in				
		Manipuri on the top.				
		iii) "ELECTOR PHOTO IDENTITY CARD" in English & in				
		Manipuri below "ELECTION COMMISSION OF INDIA".				
		iv) <b>EPIC number:</b> To be printed below the National emblem (5.00 mm from eft edge and 2.00 above the				
		photograph). Front of the EPIC number printed on				
		both sides of card should be "Arial Rounded Bold MT"				
		for better readability by the OCRs.				
		v) <b>Photograph of elector:</b> To be printed at the left corner				
		below the EPIC number width – 21.00 mm, Height –				
		28.00mm(3.00 mm from the left edge and 5.00 mm above				
		the bottom edge).				
		vi) <b>ECI logo:</b> To be printed on the upper right-hand corner				
		(4.00 mm from top edge and 5.00 mm from right edge) vii) <b>Ghost Image:</b> Width – 7.00 mm, Height – 9.00 mm (5.00				
		mm from right edge and 31.00 mm from bottom edge).				
		viii) <b>Ghost EPIC number:</b> To be printed at right side of Ghost				
		image in vertical (bottom-up) direction (2.00 mm from the				
		right edge).				
		ix) <b>Hologram:</b> At the right bottom corner (3.00 mm from the				
		edges).				
		x) Elector's Name, Relative's Name, Gender and Date of				
		<b>Birth:</b> To be printed in (English and Manipuri) on the				
		right-side of the 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.				
1)	Back side	i) Facsimile signature of Electoral Registration Officer: To				
′	Specification/	be printed on top left corner.				
	Dimension	ii) "Electoral Registration Officer", in English and in				
		Manipuri and its AC No. and AC Name in English and				
		Manipuri.				
		iii) <b>QR Code:</b> 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)				

- **a.** Width 25.00 mm, Height –25.00 mm
- **b.** QR Code will consist of EPIC No, Name of Elector, Relative Name, Date of Birth/Age.
- **c.** Provision to read QR code printed on the card will be made available on Voter Helpline App (VHA).
- iv) **EPIC Number:** To be printed below the QR code (7.00 mm from the left edge and 10.00 mm above the bottom edge)
- v) 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.
- vi) The following would be printed at the bottom of the EPIC in English and Manipuri as Foot Note:
  - 1. Before every election, please check that your name exists in current electoral roll.
  - 2. This card is not a proof of Age except for the purpose of election.
- vii) Voter Helpline No. (1950), CEO's website 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.

### NOTE:-

The above specifications may be changed as per the guidelines of ECI. The vendor has to supply the PVC cards as per the guidelines of ECI in force from time to time.

### m) Sample Card

### Front and Back of new EPIC



n) Specification and Security Features of Hologram:

T 1' ' 1' ' C1' 1 ' ' ' ' ' C'' 1 1 1 1'
Indicative list of high security anti-counter feiting 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 requiredtoprovide5sampledesigns
in consultation with CEO Manipur based on aforesaid (or other
better) features for finalization by CEO Manipur.
Vacuummetalized,19-to-23-
micronpolyesterfilmofSilverandGold shade to be used.
Thermo Plastic polymer-based adhesive to be used.
Hologram size (before stamping): 20mm x 15mm
Job size or die size (after stamping): 16mm x 12mm
The security hologram must be suitable for hot stamping on
EPIC card. It should be as per the design, approved and
finalized by ECI.
Gold/Silver Foil to be used.
Each hologram must 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 for
dimensions pre hot stamping and post hot stamping are as
under:-

### Sample of Hologram Each order delivery should be accompanied by a "quality (xi) 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 Hotwater(65°C) 3 30 Minutes Pure Normal Soap Water 1 hour 5% B) Physical Checks: S.No. Agent **Test Procedure** Image Quality Check visually for the Brightness, visible defects/spots. 2 The stamped image should be free Flakes from flakes along the sides of the hot stamping area. 3 Smudge Test Briskly rub the image with your finger about 10 to 12times & check visually for any deterioration to the image. Apply 3M 810 Scotch tape (Magic 4 Tape Test 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

	<u> </u>						
				_	should without p	withstand eel-off.	Tape Test
		5 Effe			Exposing the card to 27°C at 65%		
					RH for Chamber		n a Humidity
	-				Expose the card to 50°C & 80% RH		
			osing the c	ard	-		a humidity
			to 50°C & 80% RH		chamber ✓ visually for any		
						e image after ce with tissue	
					paper.	the surface	e with tissue
o)		Specification	ons of Vote	er kit	to be prin	nted and a	uto
		enveloped					
		Item	Size(in cm)	No of leaf	Paper	Type of printing	Remarks
		letter	21x29.7	01	75 GSM Maplit ho	Colour both side	Printing will be done as per design/
		Voter Guide	9.5x16.5	06	paper ( +/-5%) from "'A"	Colour both side	layout approved by CEO, Manipur.
		Window Envelope	10.5x23.5	01	grade mill	Colour Single side	

# 3. Specification of Voter Kit:

# A. Envelope:



23.368 cm

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### B. Welcome letter





### **FRONT SIDE**

### **BACK SIDE**



### C. Voter Guide

















# 4. Eligibility Criteria:

The Bidders should have the following Eligibility Criteria for participating in the Tender.

Sl.No	Specific Requirements	Documents Required		
i.	The bidder should be a reputed Firm/Company who are currently supplying any kind of PVC cards having requisite installed capacity to manufacture PVC EPIC cards with facility for hot stamping of hologram. The bidder must be registered in India under Companies Act 1956/ Companies Act, 2013.	Company Incorporation Certificate.		
ii.	Category of Bidder should be "PVC Card Manufacturer and Security Printer" and should have capacity of personalization.	a) Visa Card or Master Card or RuPay or RBI or IBA or Aadhaar Card or PAN Card (Please attach valid certificate) <b>OR</b> b) ISO 27001 and ISO 9001		
iii.	Bidder should have experience and past performance in executing work of supply of any kind of PVC Cards with security features.	certified copy of statutory audit mentioning address of manufacturing plant		
iv.	The Bidder should have a minimum annual turnover of 30 Lakhs to 1 (one) crore from the business of printing PVC cards in the last 3 (three) financial Years.	Audited Balance Sheet of last 3 years CA certificate with registration number and seal.		
v.	Financial Net Worth as on 31.03.23 should be positive.	CA certificate with registration number/ seal.		
vi.	The bidder should never have been blacklisted/barred/disqualified by regulator/statutory body or any PSU	Self-Declaration that the bidder has not been blacklisted / barred / disqualified by regulator / statutory body or any PSU		
vii.	The bidder must have a valid GST Number under Goods & Service Act and valid PAN number under IT Act.	Copy of GST Registration, TIN registration Certificate and PAN.		
viii.	The Bidder should	A self-certified letter by the designated official of		

	<ul><li>a) not be under a declaration of ineligibility for corrupt or fraudulent practices.</li><li>b) not be blacklisted by any Government Agency.</li></ul>	the responding firm. However, the same shall be inspected by CEO's office before final selection.
	<ul><li>c) have submitted only one bid (a self-certified letter as per Self Declaration)</li><li>d) not sublet the contract.</li><li>e) not have any affiliation with any Political Party.</li></ul>	
ix.	The bidder should have successfully completed PVC card with security feature with Hologram printing projects within India during last 2 years awarded by Government / PSU / banks.	Work order and project completion certificate.

# 5. Technical Evaluation:

Technical evaluation sheet

Sl.No.	Criteria	Max. Marks	Marks Obtained	Documents submitted
1	Space available, free & utilized (Minimum free space required should be commensurate to store 10 days production capacity)	8		
2	Space connectivity (by road, rail and air)	3		
3	Physical security etc a) Round the clock security provision. b) CCTV surveillance Cameras at all strategic location (both inside and outside the premise) with 30 days recording facilities. c) Entry only through biometric/Card punching system.	4		
4	Quality of Machines (How to meet the required output per day with working sheet)	10		
	(i) Automation	2		
	(ii) Computerization	2		
	(iii) Production in volumes	4		
	(iv) Integration of processes	2		
5	Quality/experience of Technical Personnel (preferably more than three years' experience	10		
	(i) Project Manager	3		
	(ii) IT Team	4		
	(iii) Operation Team	3		
6	Average Annual Turnover from the Printing operations (including PVC	15		

	cards) within India only, during the previous three financial years (2020-2021, 2021-2022 and 2022-2023):		
7	Installed capacity of printing Colour PVC EPICs Up to 20,000 per day More than 20,000 per day	10 15	
8	Printing, Hot Stamping, Assembling and Dispatch Solution, Quality of proposed MIS	2	
9	Brief profile of the firm	10	
10	Physical and Data Security	20	

### 6. Instructions to Bidders:

- a) Prices quoted by the Bidder shall be fixed during the Bidder's Performance of the Contract and not subject to variation on any account. A Bid submitted with an adjustable price quotation shall be treated as nonresponsive and shall be rejected.
- b) Pre-Bid query submission, redressal etc. management shall be submitted to Office of the Chief Electoral Officer, Manipur, Lamphelpat 795 004, Manipur. Landline: 0385 2412841, E-mail: ceo\_manipur@eci.gov.in
- c) Technical bid containing Eligibility Criteria and technical aspects/information/documents should be separately uploaded and Financial bid shall also be uploaded separately along with respective associated documents as mentioned in the bid document.
- d) While submitting the complete Bid Document as mentioned above instruments for tender fee amount and bid security fee amount should be physically sent on or before mentioned date and time failing which the bid may be liable to be nonresponsive and rejected.
- e) Financial bids shall be opened of only bidders qualified technically and fulfilling eligibility criteria.
- f) Bidders may submit their Bids through electronic method i.e. through https://manipurtenders.gov.inon or before bid submission date/time.
- g) This office is not responsible about non submission of bid electronically intime due to any technical or non-technical reason(s) whatsoever, therefore, prospective bidders are suggested to avoid last minute submission of bid.
- h) Financial bids of only the technically qualified bidders shall be opened.

### 7. Other Terms & Conditions

- a) Bidder should submit 5 Sample PVC cards, as a sample along with the Test Report from a Government approved Lab confirming the Specifications of the PVC Card, physically by **6th March**, **2024 up to 10:00 am** at CEO's Office, Manipur Lamphelpat. Envelope and cover letter should also be submitted as per RFP technical specification and ISO standards. If the bidders fail to submit the samples, the bid shall be rejected.
- b) The printed and personalized PVC EPIC Cards shall be clear and legible.
- c) Delegation of Sub contract of the work by the Bidder shall not be allowed.
- d) The successful Bidder will not use the data and documents for any other purpose. Non-disclosure Agreement will be signed as mentioned in the format (Annexure-X).

e) The Vendor will deliver the Personalized Colour PVC EPICs to CEO, Manipur within the supply period mentioned in the Supply/Work Order and a receipt will be take .No additional payment will be given towards packing ,delivery etc. of the cards to the respective districts.

### 8. Selection Process

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

- 1. Preliminary Scrutiny: Each proposal will be scrutinized by a Tender Opening Committee 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.
- 2. Pre-Qualification: The minimum qualifying criteria mentioned in Table of Para 7 **"Eligibility Criteria"** will need to be met to be considered for technical evaluation.

### 3. Technical Evaluation:

- a. The bid will be evaluated based on the weightings and parameters detailed in Table at -Para 7 **"Technical Evaluation"** points shall be awarded based on the Total Technical Score (TS) computed for each bid.
- b. In order to qualify as **"Technically Qualified Bidder"** (TQB), the bidders should have scored a minimum of 60 marks. Only TQBs with minimum of 60 marks will be considered for Financial Evaluation.

### **B. SELECTION OF FIRMS:**

- 1. The Financial Bids of only the "Technically Qualified Bidder" will be opened to prepare first list of L1, L2 etc.
- 2. The lowest rate L1, received from a qualified bidder will be treated as the "Discovered Rate".
- 3. In case of a tie: In case of a tie between 2 bidders at L1 level (Discovered Rate) after the opening of the Financial bid, no further bid will be considered for L2. Bidder with Higher Technical Score will be treated as L1.
- 4. If only one bidder qualifies after the technical evaluation, this office will have the right to select the single qualified bidder or cancel the RFP. In case, if it is decided to continue with single qualified bidder, the entire volume may be allocated to the single qualified bidder for the contract period.
- 5. This office reserves the right to call for a second bid process to select a total of two firms for execution of the project.
- 6. Bidder needs to provide their financial bid as per the format provided in the RFP. Financial evaluation shall be conducted based on the unit rate quoted by the respective bidders.

### 9. Penalty Clause

### I. Risk and Cost:

In case, the contractor doesn't commence the work as required by the Authority within the stipulated period, the work can be allotted to other short-listed bidder at the risk and cost (in case of difference in the cost of supply) of the contractor firm and LD clause shall be attracted to the shortlisted bidder who was placed the order & could not commence the work.

### II. Liquidated Damages (LD):

In case of extension in the delivery period with liquidated damages the recovery shall be made on the basis of following percentages of value of Stores with the bidder has failed to supply/install/ complete:-

delay up to one fourth period of the prescribed delivery period:	2.5%
delay exceeding one fourth but not exceeding half of the prescribed	5.0%
period:	
delay exceeding half but not exceeding three fourth of the prescribed	7.5%
period:	
delay exceeding three fourth of the prescribed period:	10%

### 10.Force Majeure:

- a) The supplier/ selected bidder shall not be liable for forfeiture of its Performance Security deposited, LD, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the purchaser in writing of such conditions and cause thereof within 15days of occurrence of such event. Unless otherwise directed by purchaser, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60days, either party at its option may terminate the contract without any financial repercussion on either side.
- e) In case a Force Majeure situation occurs with the purchaser, the purchaser may take the case with the supplier/ selected bidder on similar lines.

### 11. Dispute Resolution:

In the event of any dispute or differences between the parties hereto, such dispute or difference shall be resolved amicably by mutual consultation or through the good offices or before a board of Arbitrators comprising one nominee from the successful bidder and the office of the Chief electoral Officer, Manipur and a Presiding Arbitrator, to be nominated in consultation with the State Government in the Finance Department, before entering upon the references. The venue of such Arbitration shall be the Office of the Chief Electoral Officer, Manipur. Any further dispute arising out of this Agreement/ Contract will be tried in the Courts of Imphal only.

# ANNEXURE- I PERFORMA FOR BIDDER'S PARTICULARS(to upload with technical Bid)

1	Name of Work/Tender
1	
2	Name of the
	Firm/Company/Agency
3	Permanent office Address of the
	Firm/Company/Agency
4	Telephone Number of Firm
5	Office (Lane Line)
6	Mobile number
7	Fax Number
8	Email ID

(Signature of the bidder) Name of bidder (with seal)

# ANNEXURE- II PERFORMA FOR TECHNICAL BID DOCUMENT RQUIREMENTS FOR

S1.	Documents Required	Documents
No.		uploaded/
		submitted
		(Yes of NO)
i.	Company Incorporation Certificate of the bidder registered in India under Companies Act 1956/ Companies Act, 2013.	
ii.	Certificate for "PVC Card Manufacturer and Security Printer" and should have capacity of personalization and supply of a) Visa Card or Master Card or RuPay or RBI or IBA or Aadhaar Card or PAN Card (Please attach valid certificate) <b>OR</b> b) ISO 27001 and ISO 9001	
iii.	Certified copy of statutory audit mentioning address of manufacturing plant for having experience and past performance in executing work of supply of any kind of PVC Cards with security features.	
iv.	Audited Balance Sheet of last 3 years CA certificate with registration number and seal for a minimum annual turnover of 30 lakhs to 1 crores from the business of printing PVC cards in the last 3 (three) financial Years.	

**ELIGIBILITY CRITERIA** 

v.	CA certificate with registration number/ seal for Financial	
	Net Worth as on 31.03.23.	
vi.	Self-Declaration that the bidder has not been blacklisted /	
	barred / disqualified by regulator / statutory body or any	
	PSU	
vii.	Copy of GST Registration, TIN registration Certificate and	
	PAN.	
viii.	Certificates for installed capacity to manufacture	
	personalized cards on PVC core /sheet with all security	
	features of not less than 10,000 per day for every 1 crore	
	electors in the Electoral Roll of the cumulative States/UTs	
	for which the bidder takes orders per day capacity of	
	supply of personalised PVC cards	
ix.	A self-certified letter by the designated official of the	
	responding firm for the following:	
	a) not be under a declaration of ineligibility for corrupt or	
	fraudulent practices.	
	b) not be blacklisted by any Government Agency.	
	c) have submitted only one bid (a self	
	certified letter as per Self Declaration)	
	d) not sublet the contract.	
	e) not have any affiliation with any Political Party.	
x.	Work order and project completion certificate. That the	
	bidder has successfully completed PVC card printing	
	projects within India during last 5 years awarded by	
	Government / PSU / banks.	
xi.	Letter of authorised signatory.	
xii.	Bank Draft/FDR/BG for Rs. 90,000.00 in favour of the	
	Chief Electoral Officer, Manipur as <b>Earnest Money</b>	
	Deposit (EMD).	
xiii.	Copy of ISO 9001 and Security Certification – TUV-ASPA	
	(Formerly known as HOMAI) Hologram Security Standards	
	in respect of hologram vendor from whom Hologram is to	
	be procured.	
xiv.	Copy of valid membership certificate in favour of hologram vendor from (from whom Hologram is to be Procured) the	
	Authentication Solutions Providers Associations (ASPA)	
	and International Holograms Manufacturer Association	
	(IHMA).	
xv.	Undertaking that Hologram for hot stamping will be	
	procured from Hologram manufacturers who has	
	authorization and certification requisites as per ECI letter	
	dated 18.01.2022.	

(Signature of bidder with seal)
Name of bidder

### ANNEXURE- III

### **Average Turnover**

S1.No	Financial Year	Turnover from the business of supply of Visa Card or Master Card or RuPay or PVC Aadhar Card having ISO 27001 and ISO 9001 certificates and having requisite installed capacity to manufacture and printing PVC cards in the last 3 (three) financial Years. (in Rs.)
1	2020-2021	
2	2021-2022	
3	2022-2023	
	Average Turnover	

### ANNEXURE- IV

### Financial Bid

S1.	Item Description	Unit	Quantity	Value	Tax	Value with
No.		Rate			(%)	Тах
		(Rs)				
1	Manufacture and supply of		50,000			
	Pre-printed Personalised		per year			
	Colour PVC Electors Photo					
	Identity Cards (EPIC)with					
	prescribed security					
	features and hot					
	stamping of					
	Hologram.					
2	Supply of blank Pre-		2,000 per			
	printed Colour PVC Electors		month			
	Photo Identity Cards					
	(EPIC)with prescribed					
	security features and					
	hot stamping of					
_	Hologram at CEOs.					
3	Supply of Welcome		50,000			
	letter, Voter Guide		per year			
	and Envelope as per					
	ECI prescribed					
	specifications.					
	Total Amount (in figure)					
	Total Amount (in words)					

## **Manufacture and Security Printer Certificate**

(To be given on the letter head of the Manufacturer)

To,

The Chief Electoral Officer, Manipur Lamphelpat, Manipur, Pin Code: 795004.

Pir	1 Code: 795004.		
WHEREAS			
		ecurity printer" of PVC card nouse factory(ies) situated a	ls with security features and at
			and also
•	g to Visa, RuPay, or F	IC Cards including persona PVC Aadhar Card standard	alization to be supplied shall s, specification of the bid,
conforming to			nen tested does/do not d in the bid document (as the
Name:			
In the capaci	ty of:		
Signed:			
Manufacture	r'seal:		
Tel:	Fax:	e-mail:	

### **BIDDER'S AUTHORIZATION CERTIFICATE**

(To be given on the letter head of the Manufacturer)

To,			
The Chief Electo Lamphelpat, Ma Pin Code: 79500			
Reference: NIT I	Number		
WHEREAS			
personalization process in declare that above PVC Ca	our in-house factory(ie rds including personali	of PVC cards with security features) situated atand also attion to be supplied shall be considered, specification of the bid, and	hereby oforming
Number email II indicated above, the purpous and to subsequently not pre-printed and Persona prescribed security feat	O to submit a ose of which is to provide egotiate and sign the Co lise Colour PVC Elect ures and hot stampin	(Contact Numbers)Mobile Num Bidin relation to the Invitation of the the following Goods, manufact entract for "Manufacture and su cors Photo Identity Cards (EPI ag of Hologram and printing of the and Voter Guide as per	for Bids tured by upply of (C) with of voter
	ontract, with respect to	n accordance with Clauses given the Goods offered by the above	
Name of the Bidder:-		Verified Signature:	
Authorised Signatory: -		Name:	
Seal of the Organization: - (Includes complete addres		Position:	
Date:			
Place:			

### **BIDDER'S SELF-DECLARATION CERTIFICATE**

(To be given on the letter head of the Manufacturer)

To

The Chief Electoral Officer, Manipur	
Lamphelpat, Manipur,	
Pin Code: 795004.	
Reference: NIT Number	
dated	

In relation to my/our bid submitted for "S	Supply of Personalized	PVC EPIC cards with
security features" conforming to specificatio	ns in Bid & ECI standa	ards in response to the
NIT Ref. No.	dated as	an Owner/ Partner/
Director/ Authorized Signatory of		, I/ We hereby
declare that:		

- a) We are eligible and possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Department.
- b) We have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) We are not insolvent in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have its business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
- d) We do not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- e) We do not have a conflict of interest as specified in State procurement Act and Rules and this bidding document which materially affects the fair competition.
- f) We are having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- g) We do not have any previous transgressions with any entity in India or any other country during the last three years.
- h) We do not have any debarment or black-listed by any other procuring entity.
- i) We have complied and shall continue to comply with the Code of Integrity as specified in the (Name of the state) in Public Procurement Act, the (Name of the state rules and act)in Public Procurement and this Bidding Document, till completion of all our obligations under the Contract will not sublet the contract if awarded to us.
- j) We agree to extend the validity of bid submitted on the communication of the PE.
- k) We have not modified, changed etc. any word/line/para/text mentioned in the bid downloaded from website(s) as mentioned in the bid otherwise we know that our bid shall be cancelled and rejected if submitted bid has deviation of word/line/ para/text from the original bid.
- l) We agree to submit appropriate Performance Security within time period specified in the bidding document otherwise we know that Procuring Entity have full rights to reject our

bid and agree to extend bid validity period, if any, and extend contract period unconditionally.

- m) We have submitted only one bid.
- n) We give our in-principle consent to be short-listed subject to mutually agree.
- o) We, during the contract period, will collect only those EPIC data of electors by some mutually agreed mechanism (CEO and us) which are required to personalize the PVC EPICs otherwise immediately for extra data/incomplete data, we will bring this into the knowledge of CEO to rectify.
- p) We, after personalization at our manufacturing site, shall return the personalized EPIC on PVC cards along with data to the CEO and get receipt.
- q) We, understand the IPR of the EPIC data given for personalization by us, lies with your department or ECI and will hereby undertake that the given data shall not be copied in any form, not shown/given to any entity, not retained in any form, not used for the purposed other than the purpose mentioned in the bid etc. The data shall be erased entirely once the matter of the lot of supply is materialized/settled.
- r) If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by Government of Manipur, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you.
Name of the Bidder: -
Authorised Signatory: -
Seal of the Bidding Organization:
Date:-
Place:-

### CERTIFICATE OF CONFORMITY/ NO DEVIATION

(To be given on the letter head of the Manufacturer)

To

The Chief Electoral Officer, Manipur
Lamphelpat, Manipur,
Pin Code: 795004.
Reference: NIT Number
dated

### **CERTIFICATE**

- 1. This is to certify that, the specifications of "Personalized PVC EPICs with security features" which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the commodity mentioned in the bidding document and that there are no deviations of any kind from the required specifications.
- 2. Also, I/ we have thoroughly read the bidding document state procurement act and rules and amendment(s) issued and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.
- 3. I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in "Supply of Personalized PVC EPICs with security features", to meet the desired Standards set out in the bidding Document/ECI.
- 4. I/We are "PVC Card Manufacture and Security Printer" and declare that Personalized PVC EPICs supplied shall be conforming to the specifications mentioned in the Bid Document and to the ECI norms/guidelines/circulars.
- 9. I/We, understand the IPR of the EPIC data given for personalization by us, lies with your department or ECI and will hereby undertake that the given data shall not be copied in any form, not shown/given to any entity, not retained in any form, not used for the purposed other than the purpose mentioned in the bid etc. The data shall be erased entirely once the matter of the lot of supply is materialized/settled.

  Name of the Bidder: -

Authorised Signatory: Seal of the Organization: Date:Place:-

### AGREEMENT OF CONTRACT FORMAT

{to be mutually signed by selected bidder and procuring entity} (This Agreement shall be executed on the non-judicial stamp-paper)

### **AGREEMENT**

An agreement made this	day of	between
(hereinafter called "the Security printer and supplier"]), which expression shall his heirs successors, executors and a Manipur/	I, where the context so administrators of the ne Procuring Entity if on the Procuring Entity") is agreement the CEC as etc. for this Bid do	o admits, be deemed to include one part and the Governor of other than a department of the on behalf of the Chief Electoral , Manipur shall be performing uring contract period), which
WHEREAS the Procuring Entity inviviz., Supplier for the supply of those  (herein after "the Contract Price").  NOW THIS AGREEMENT WITNESSES	Goods and Related (amo	has accepted a Bid by the
1. In this Agreement words and ex respectively assigned to them in the Co	-	the same meanings as are
2. The bid document issued vide even to form and be read and construed as		
3.1 Period of contract will be after one year and can be extended fur		
3.2 The period of contract may also be of decision of CEO, (Name of the state)		can be terminated on the basis
4. In consideration of the payments to indicated in this Agreement, the Supp	2	0 0 11

5. The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be effected from the date of work order i.e. \_\_\_\_\_and completed by supplier within the period as specified in the bid document.

provide the Goods and Related Services and to remedy defects therein in conformity in all

- 6. In case of extension in the delivery and/ or installation period/ completion period with liquidated damages, the recovery shall be made based on following percentages of value of stores/ works which supplier has failed to supply/ install/ complete:
  - a) Delay up to one fourth period of the prescribed delivery period, successful installation &completion of work: **2.5**%
  - b) Delay exceeding one fourth but not exceeding half of the prescribed delivery period, successful installation & completion of work: **5.0**%
  - c) Delay exceeding half but not exceeding three fourth of the prescribed delivery period, successful installation & completion of work: **7.5**%

respects with the provisions of the Contract.

d) Delay exceeding three fourth of the prescribed delivery period, successful installation & completion of work: **10.0**%

### Note:

- i. Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.
  - ii. The maximum amount of agreed liquidated damages shall be 10%.
- iii. If supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
- iv. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods in on account of hindrances beyond the control of supplier.
- 7. The (state procurement act and rules) promulgated, their amendments issued by the State Government shall also be the part of this contract agreement.
- 8. We, understand the IPR of the EPIC data given for personalization by us, lies with your department or ECI and will hereby undertake that the given data shall not be copied in any form, not shown/given to any entity, not retained in any form, not used for the purposed other than the purpose mentioned in the bid etc. The data shall be erased entirely once the matter of supply is materialized/settled.
- 9. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the RFP document.
- 10.The CEO, Manipur concerned hereby covenants to pay the Supplier in consideration of the provision of the Goods and Related Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of the Central and the State Government on the day, month and year first mentioned herein before.

Signed By:	Signed By:
Designation:	Designation:
Company:	O/o CEO, Manipur.
In the presence of:	In the presence of:
Designation:	Designation:
Company:	O/o CEO, Manipur

#### NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement ("Agreement") is executed on day of2024("Effective Date"), by and between:
Chief Electoral Officer, Manipur, here in after referred to as the "Authority" which Expression shall, unless repugnant to the context and meaning include its successors, administrators And assigns of the ONEPART;
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 OTHERPART.

### WHEREAS:

- A. The Bidder is desirous of bidding for bid No......covering"[RFPFORSELECTIONOFEPICHOLOGRAMPROVIDER]"(hereinaftercall edthesaid'RFP')issuedbytheAuthority.
- B. TheBidderisawareandconfirmsthattheAuthority'sbusiness/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,

Inconsideration of disclosure of confidential in formation, and 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 the following conditions.

It is hereby agreed as under:

1. The confidential information to be disclosed by the Authority shall include without limitation, 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, ethodologies, algorithms, risk matrices, thresholds, parameters, reports, data, models, deliverables, work products, specifications, architecture, project information, related computer programs, systems, trend analysis, risk plans, strategies, operating techniques, source codes, object codes, "knowhow", 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 in section at any site to which access is permitted by the Authority.

- 2. The Bidder agrees to hold intrust 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 an 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 all losses, damages, claims, or expenses incurred or suffered by the Authority as a result of the Bidder's breach of this Agreement.
- 4. Not with standing the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Tendering process or there after 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. If the Bidder here to becomes legally compelled to disclose any Confidential information, the Bidder shall notify the Authority within 24hours 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 to 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 inequity.

For and on behalf of: For Authority (Authorised Signatory Office Seal:)	For Bidder (Authorised Signatory Office Seal:)
Name:	Name:
Designation:	Designation:
Date:	Date:
Place:	Place

### By Speed Post/Email

# **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. <u>Card size:</u>
       CR 80 (86mm × 54mm × 0.76mm) variation permissible of plus and minus 5%
    - b. <u>Thickness:</u> 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 <u>Annexure A</u> and <u>Annexure B</u>.
- 4. EPIC shall be supplied with prescribed security features and personalization details printed upon them.

Page 1 of 7

- 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.
- 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,

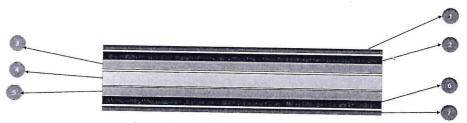
(AKESH KUMAR SECRETARY

### SPECIFICATIONS OF CARD:

### 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
- Card size:

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

- - 760 microns (+/-10%)
- Lamination (Overlay) Glossy/Mat finishing
- 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**

- 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**

- 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:-

Page 3 of 7

### Front and Back of new EPIC



Page 4 of 7

### 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:	
		Motion Effects	
		Multi-channel Effects	
		True Color Effects	
		Gradient Effects Covert:	
		Micro Security Features	
		CLR based Effects Forensic:	
		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.

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## **ELECTION COMMISSION OF INDIA**

NIRVACHAN SADAN, ASHOKA ROAD, NEW DELHI -110001

No.23/EPIC Security/2021-ERS

Dated: 19th May, 2022

Τo,

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)

Page 1 of 8

- 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 <u>Annexure-'A'</u> for reference. The detailed specification of Hologram to be printed on the card is enclosed herewith as <u>Annexure-'B'</u>.
- 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.

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- 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,

(AJOY KUMAR) SECRETARY



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50 ES कार्ड निर्मायन के अतिरिक्त किसी और प्रयोजन हेतु निर्मायक की आयु के प्रमाण रूप में मान्य नहीं हैं। 2) This eard is not a proof of age except for the purpose of election.

2 1950 ₩ www.ceobihar.nic.in Old EPIC No: PB/05/038/314559

7.00mm ZBH1993831

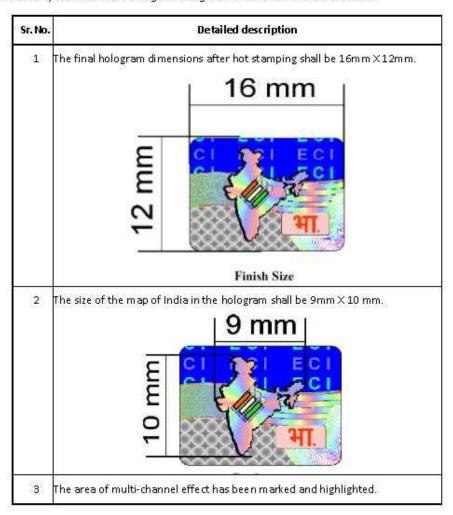
Bottom

0000001

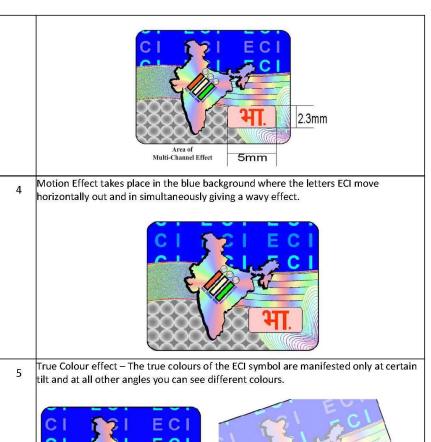
10.00 mm

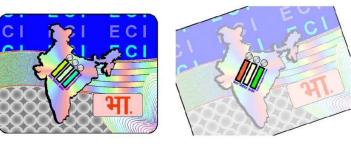
## Specifications of HOLOGRAM

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:-



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6 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.

**True Colours** 

**Not true Colours** 

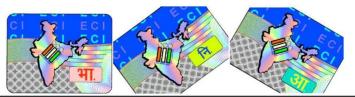
Page 6 of 8



7 CLR Based effect – The Letter ECI are shown on plain paper when the laser is pointed at a certain region of the hologram.



8 Multi-channel effect – 3 channel flip effect shows the first three letters of Bharat Nirvachan Aayog (Bha, Ni, Aa in Hindi) as follows.



9 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.

Page **7** of **8** 



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.



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## ELECTION COMMISSION OF INDIA Nirvachan Sadan, Ashoka Road, New Delhi – 110 001

No. 491/ECI/LET/FUNC/SVEEP-III/EPIC/ENVELOPE/2021

Dated: 14th October, 2021

To

Chief Electoral Officers of all States/UTs

Sub: Distribution of EPIC in a designed envelope - reg

Sir/Madam,

As you are aware that superintendence, direction and control of preparation of electoral rolls for elections to the Parliament & State Legislatures are vested in the ECI, the Commission provides for identity card known as Electors Photo Identity Card (EPIC) to every elector with a view to prevent impersonation of electors and facilitate their identification at the time of polling. Initially the Commission had issued EPIC with black & white photograph & a hologram with certain specifications. Later, the Commission decided to go for a PVC EPIC with color photograph.

Further, to build a truly participative democracy by encouraging all eligible citizens to vote and make an informed decision during the elections, comprehensive SVEEP measures for voters' awareness are being taken up to enhance people's participation in the upcoming elections. In continuation of these measures, the Commission, during the two-day SVEEP consultation workshop held on August 25-26, 2021 launched an initiative to reach out to new voters through a personalized letter when sending out their Voter ID cards.

As EPIC is the first formal interaction point of voters with the Commission, in order to standardize the experience and give a personalized touch to the EPIC delivery, it is envisaged & directed that CEOs/DEOs should hand over/deliver/courier this kit to newly registered electors, which contains a personalized letter along with a voter guide and voters pledge. The open file of the letter and voter guide is shared herewith and it may be noted that this voter guide is only for the newly registered electors.

Further, you are directed to translate the content suitably in regional language. Also, kindly put up a copy of letter for general information on CEO/DEOs visitors display board at an appropriate location.

Yours faithfully

ANUJ CHANDAK

(JOINT DIRECTOR)



#### மாவட்டத் தேர்தல் அதிகாரி

மாவட்டம்,

9 ங்கள் வாக்கு, 9 ங்கள் 9 ரீமை.



தமிழ்நாகு.

#### **ூன்பார்ந்த** வாக்காளர்களே,

உங்கள் புகைப்படத்துடன் கூழய வாக்காளர் அடையாள அட்டை(EPIC)—ஐ பெற்றதற்கு வாழ்த்துக்கள் ! உலகின் மிகப்பெரிய மக்களாட்சியின் ஒரு அங்கமான மற்றும் மதிப்புமிக்க உறுப்பினரான உங்களை இந்தியத் தேர்தல் ஆணையம் வரவேற்கிறது. நீங்கள் வாக்காளராகப் பதிவு செய்ததில் நாங்கள் மகிழ்ச்சியடைகிறோம் — வாக்குரிமை என்பது ஒரு சிறப்புத் தகுதி மற்றும் பொறுப்பும் ஆகும் ! இந்தியத் தேர்தல் ஆணையம் சுதந்திரமான, நியாயமான, அணுகக்கூறய, அனைவரையும் உள்ளடக்கிய, வெளிப்படையான மற்றும் நேர்தல்குமான தேர்தல்களை நடத்துவதில் தன்னை ஈதபதத்திக் கொண்குள்ளது .

உங்கள் வாக்கு மதிப்புமிக்கது. எனவே உங்கள் பூறிநிதியை அறிவுப்பூர்வமாக சிந்தித்து தேரிந்தெருப்பதற்காக ஒவ்வொகு தேர்தலிலும் நீங்கள் பங்கேற்க வேண்டுமென்று நாங்கள் உங்களை வலியுறுத்துகிறோம். தேர்தல் நாளுக்கு முன்னர், போட்டியிரும் வேட்பாளர்களின் விவரங்கள், வாக்காளர் பட்டியலில் உங்கள் பெயர் மற்றும் வாக்குச் சாவடி குறித்த விவரங்கள் ஆகியவற்றை சரிபார்க்கவும். தேர்தல் தொடர்பான அனைத்து வினாக்களுக்கும் விரிவான தகவல்களை இத்துடன் இணைக்கப்பட்டுள்ள வாக்காளர் கையேடு வழங்குகிறது.

தேர்தல் அன்று, மீன்னனு வாக்குப் பதவு இயந்தரத்தல் உங்களுக்கு வீருப்பமான வேட்பாளரின் பெயருக்கு நேராகவுள்ள பொத்தானை அழுத்திய பீன்னர், வாக்காளர் தாம் அளித்த வாக்கினை சரிபார்க்கும் கருவி (VVPAT)-ல் உள்ள திரையின் மூலமாக தங்கள் வாக்கினை சரிபார்க்கவும். நாட்ழன் எதிர்காலத்தை குறிக்கும் அடையாளமாக மையிடப்பட்ட உங்கள் வீரலை பெருமையுடன் உயர்த்திக்காட்தங்கள் !

இந்த மகத்தான பயணத்தை தொடங்கியதற்கு இந்தியத் தேர்தல் ஆணையத்தின் வாழ்த்துக்கள்.

#### வாக்களிப்பதற்கு வாழ்த்துக்கள்!!

வாழ்த்துக்களுடன்,

#### Dear Voters.

மாவட்டத் தேர்தல் அதிகாரி

Congratulations on receiving your EPIC-Electors Photo Identity Card! The Election Commission of India welcomes you as an integral & valued member of the world largest democracy.

We are happy that you have enrolled as a voter-Right to vote bestows privilege & responsibility. Election Commission of India is committed to free, fair, accessible, inclusive, transparent & ethical elections.

Your vote is valuable & hence we urge you to participate in each election by choosing your representative wisely. Prior to poll day, check details of contesting candidates, your name in voter list & polling booth details. The attached voter guide provides detailed information on all election related queries.

On poll day, press the EVM button against the candidate of your choice & verify your selection on the screen of VVPAT. Be a proud voter & Showcase your inked finger!

Greetings from Election Commission of India for embarking on this epic journey.

### **Happy Voting**

With Best Wishes,



DEO







## வாக்காளர்களின் உறுதிமொழி

இந்திய குழமக்களாகிய நாங்கள், ஜனநாயகத்தின் மீது உறுதியான நம்பிக்கை கொண்டு, நம் நாட்டின் ஜனநாயக மரபுகளையும், சுதந்திரமான, நியாயமான மற்றும் அமைதியான தேர்தல்களின் கண்ணியத்தையும் நிலைநிறுத்துவோம் என்றும், ஒவ்வொரு தேர்தலிலும் எவ்வித அச்சமின்றியும் மதம், இனம், சாதி, சமூகத் தாக்கமின்றியும் அல்லது வேறு ஏதேனும் தூண்டுதல்களின்றியும் வாக்களிப்போம் என்றும் இதனால் உறுதியளிக்கிறோம்.

## ELECTOR'S PLEDGE

we, the citizens of India, having abiding faith in democracy, hereby pledge to uphold the democratic traditions of our country & dignity of free, fair and peaceful elections & to vote in every elections fearlessly & without being influenced by considerations of religion, race, caste, community, language or any inducement.

## வாக்காளர் சேவை செயலி



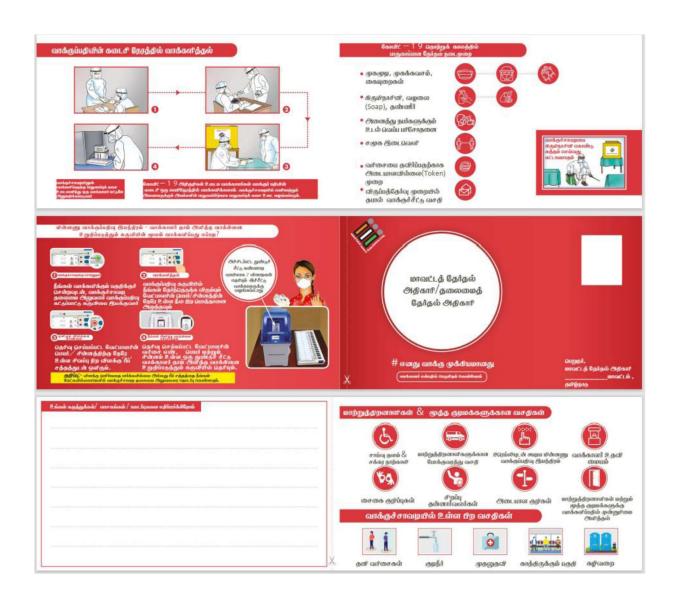






# எனது வாக்கு முக்கியமானது







By E-mail/Speed Post

# **ELECTION COMMISSION OF INDIA**

NIRVACHAN SADAN, ASHOKA ROAD, NEW DELHI -110001

No.23/ID/2021-ERS

Dated: 17th January, 2022

To,

The Chief Electoral Officers of all States/ UTs.

Subject:

Printing and delivery of EPICs- request for including relation's name in

Address Sticker-reg.

Reference:-

(i.) Commission's letter No. 23/ID/2021-ERS dated 22nd June, 2021

(ii.) Commission's letter No. 23/ID/2021-ERS dated 17th December, 2021.

Sir/Madam,

I am directed to refer to the subject cited and to state that as per the Commission's instructions mentioned above, EPICs are to be delivered through Speed Post only and for ensuring proper delivery of EPICs, complete address as mentioned by the elector in Form-6 will be printed on EPIC. For easy identification of the voters and streamlining the process of delivery through Speed Post, the Commission has directed that name of relative will also be mentioned on the Address sticker, which is affixed on envelope for Speed Post.

Yours sincerely.

(RITESH SINGH) UNDER SECRETARY

## ELECTION COMMISSION OF INDIA

NIRVACHAN SADAN, ASHOKA ROAD, NEW DELHI -110001

No. 23/ID/2022-ERS

Dated: 01st July, 2022

To,

The Chief Electoral Officer of all States/UTs.

Subject: Printing of mobile number of elector on address tag to be pasted on the envelope containing EPIC, to be issued through Speed Post - regarding.

- Reference: (1) Commission's Letter No. 22/2/2015-ERS, dated 27th August, 2015,
  - (2) Commission's Letter No. 23/ID/2021-ERS, dated 22<sup>nd</sup> June, 2021,
  - (3) Commission's Letter No. 23/ID/2021-ERS, dated 13th September, 2021, and
  - (4) Commission's Letter No. 23/ID/2021-ERS, dated 22<sup>nd</sup> June, 2022.

Madam/Sir,

I am directed to refer to the Commission's instructions under reference regarding delivery of EPIC /Replacement EPIC through Speed Post and to state that, the Commission, while taking stock of the delivery of EPICs to the electors in the States/UTs through Speed Post, has observed that a considerable number of EPICs have been returned as undelivered by the Postal Department, due to improper/in-complete postal address. A detailed clarification on the process to be followed in such cases of returned EPICs has already been issued vide Commission's letter dated 22<sup>nd</sup> June 2022, referred to above.

- 2. Now, in order to mitigate the burden on electoral machinery and to ensure smooth delivery of the EPICs by the Postal Department at first attempt itself, Commission has directed that mobile number of electors, if available in the electoral database, shall be printed in the last line of the address on the address tags to be provided in PDF format through ERO-Net to the Postal Department for pasting the same on the Envelopes containing such EPICs.
- 3. Necessary change to the above effect is being made in the ERO-Net.
- 4. All concerned shall be informed accordingly.

Yours faithfully,

(PAWAN DIWAN) **UNDER SECRETARY** 

Copy to: - Director (IT) for necessary action.