



**INVEST
INDIA**

NATIONAL INVESTMENT
PROMOTION AND
FACILITATION AGENCY

Request for Empanelment (RFE)
of
Commercial Printers
for
providing Printing Solutions for Official
purposes

Issued by

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Request for Empanelment (RFE) of Commercial (Offset) Printers for providing Printing Solutions for Official purposes

1. Overview

Invest India is the national investment promotion and facilitation agency for India. Operationalized in December 2009, Invest India has been set up as a not for-profit joint venture between Department of Industrial Policy and Promotion (DIPP), Ministry of Commerce & Industry, Government of India; Federation of Indian Chambers of Commerce & Industry (FICCI); and State Governments of India.

The mission of Invest India is "Promoting foreign investments in India in a focused, comprehensive and a structured manner while acting as the first reference point to provide quality input and support services to foreign investors."

For the purpose of this Request for Empanelment; hereafter RFE, the Organisation refers to Invest India and its staff unless otherwise mentioned. Likewise, the Bidder refers to the vendor that submits its proposal for the purpose of this RFE by Invest India unless otherwise mentioned and the Printer referred to the vendor who is successfully empaneled by the Organisation. For the purpose of this document, the term 'collateral(s)' encapsulates all the material correspondence that the Printer and the Organisation exchange irrespective of its nature and functionality keeping the correspondence for the purpose of communication out of its purview.

2. Purpose

To efficiently and effectively meet the requirements and expectations regarding arrangements of company stationary and collaterals, the Organisation intends to empanel reputed and experienced vendor(s) to fulfil the above mentioned requirements, while keeping the overall functional cost within a reasonable limit without compromising on the output quality.

The purpose of Invest India behind this RFE is to seek a detailed technical and commercial proposal from the Bidders to fulfil the printing of stationary and collaterals requirements. The contents of the technical and financial proposals are mentioned in Section 12 and Section 13 of this document, respectively.

3. Invitation

Invest India invites applications from reputed vendors in the printing business for the purpose of empanelment by Invest India for a period of one year, renewable at the discretion of the Organisation for one more year based on the performance of the Printer(s).

The criteria and actual process of evaluation of the responses to this RFE and subsequent selection of the Bidder will be as mentioned in Section 11 of this RFE and any modification or

changes to the terms and conditions mentioned in this RFE will be entirely at discretion of Invest India.

No contractual obligation whatsoever shall arise from this Request for Empanelment (RFE) process unless and until a formal contract is signed and executed by duly authorized official(s) of Invest India with the selected Printer(s). Invest India reserves the rights to empanel more than one agencies to provide the printing services.

Invest India reserves the right to negotiate further the rates quoted by one or more Printer(s). Invest India may also negotiate with one or more Printer(s) to match the lowest rates quoted by one or more Printer(s).

4. Eligibility

The Printer has to fulfill the eligibility criteria and has to certify along with supporting documents towards fulfilling the eligibility criteria.

- Printer(s) must have been in operation for a minimum of 5 years as on 1st October, 2016. (Self-certification of operating for minimum 5 years on company's letterhead is mandatory)
- Annual Turnover of equal to or more than Rs. 30 lacs for each of last three financial years. A certificate from Chartered Accountant should be submitted
- Experience in providing a full array of printing services to government entities and/or businesses of similar size and scope of Invest India
- Must be self-reliant in providing all the printing requirements mentioned in the commercial bid

5. Scope of Work and Service

The scope of work/service expected from the Printer(s) finally empaneled through the bidding process is to provide the following services to Invest India -

- 24 x 7 contact point through telephone and e-mail
- The agency needs to provide a Project Manager who will be responsible as the Point of Contact (POC) for the Organisation. The Project Manager should have experience in managing printing services, and have adequate authority to make decisions for the timely resolution of problems
- A dedicated representative to take care of the bills and accounts with the orders
- Any miscellaneous collateral as per specific requirements of Invest India

S. No.	Item Description	GSM	Color	Print	Estimated quantity
1	Letterhead A4	180	Multicolor	Offset	100000 max.
2	Letterhead A4	180	Multicolor	Screen	100000 max.
3	Letterhead A4	180	Multicolor	Digital	100000 max.

4	Envelop without window C4 Pocket	100	Multicolor	Screen	100000 max.
5	Envelop without window C4 Wallet	100	Multicolor	Screen	100000 max.
6	Envelop without window C5 Pocket	100	Multicolor	Screen	100000 max.
7	Envelop without window C5 Wallet	100	Multicolor	Screen	100000 max.
8	Envelop without window DL Pocket	100	Multicolor	Screen	100000 max.
9	Envelop without window Wallet	100	Multicolor	Screen	100000 max.
10	Visiting cards	180-300	Multicolor	Offset	Min 100
11	Visiting cards	180-300	Multicolor	Digital	Min 100
12	Visiting cards	180-300	Multicolor	Screen	Min 100
13	Brochure A4 size, 8 pages	300	Multicolor	Digital	Min. 100
14	Cover pages for booklets. A4 size	300	Multicolor	Digital	4 max.
15	Inside pages of booklets. A4 size	180	Multicolor	Digital	Min. 20
16	Spiral notebooks cover B5 size	300	Multicolor	Digital	4 max.
17	Spiral notebooks inside pages B5 size	180	Multicolor	Digital	Min. 20

18	Conference pads Cover pages	180	Multicolor	Digital	4 Max.
19	Conference pads with tearable inside pages	90	Multicolor	Digital	Min 20
20	Flip files (10"x13.5")	Min. 300	Multicolor	Digital	Min 20
21	Flex standee (Std. size)	NA	Multicolor	Digital	1
22	Flex banner (1ft.x1ft.)	NA	Multicolor	Digital	1
23	Banner on Vinyl pasted on 2mm sun board	NA	Multicolor	Digital	1

A. Samples

- Providing true quality samples of the collaterals that the organisation (Invest India) intends to get printed

B. Printing

- Printing of all the collaterals that the printer is empaneled for, which includes the following but not limited to-
 - Brochures of different sizes
 - Business Guides and other information booklets
 - Business cards
 - Banners, Backdrops, Standees among other branding collaterals
 - Office Stationary including but not limited to pens, pencils, notepads, pen drives, letterheads, envelopes and access cards

C. Lamination & Binding

- Lamination of the printed collaterals
- Binding of the printed collaterals including but not limited to spiral binding, wiro binding, hard bind, center stitch, etc.

6. Service Level

The empaneled Printer must maintain service levels as per the expectations of Invest India. The Project Manager must participate in a formal review and performance measurement program of the plans executed for each month.

Service Delivery would remain the key factor for defining the relationship and association of Invest India and the Printer finally empaneled through the bidding process for future printing requirements. This will be monitored from time to time through feedback received from the users of the services provided by the Printer.

7. Quality Control

The Printer must have an automated/manual process in place to cater to timely reservations.

8. Billing Process

- The Bills raised by the Printer shall cover in detail the services charged. It should clearly mention all the components like actual printing cost, mark-up percentage (if any), agency charges, management fee (if any), taxes, any other detail etc.
- No advance payment will be released for the printing
- All the bills to be submitted every week. Payment will be made within 45 days of bill submission.

9. Termination of Contract

Invest India reserves the right to terminate the contract with an advance notice of 15 days without assigning any reason. The contract can also be terminated at the request of agency, with an advance notice of at least 45 days, subject to projects that are already underway. The termination of contract shall not affect the work order already undertaken by the empaneled Printer in any possible way.

10. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation(s), etc. The Organisation will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

11. Bidding Process

The bids shall be submitted in two separate sealed envelopes, one containing Technical Bid and other Commercial Bid, both to be submitted together in one envelope. All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this RFE will have to be submitted. The outermost envelop should mention "REQUEST FOR EMPANELMENT (RFE) OF COMMERCIAL PRINTERS FOR PROVIDING PRINTING SOLUTIONS FOR OFFICIAL PURPOSES". The inner envelopes must mention "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL" at the top, respectively.

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The Bidder must mention its Name in block letters and business address at the back of the outermost envelop in clear and legible manner.

In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying eligibility criteria and agree to comply with all terms and conditions specified in this document will be evaluated for technical specifications.

Criteria and Point System for Evaluation of Technical Bid

Parameter	Points
The Bidder should have knowledge and functional expertise of managing printing services for Govt. Departments, Multi National Organizations or Similar Institutions	30
5 or more implementations - 30 Points	
4 implementations - 28 Points	
3 implementations - 27 Points	
2 implementations - 26 Points	
1 implementation - 25 Points	
Technical Presentation/Demonstration of Printing Services solutions that can be offered	50
Offset printing machine - 30 Points	
Digital printing machine - 20 Points	
Annual Turnover (last 3 years)	20
Total	100

Those bids that have complied to Technical bids shall be qualified for commercial bid opening and further RFE process.

12. Technical Bid

The Technical Bid shall contain the following documents.

- Covering Letter – Expression of Interest
- Printer's General Information
- Letter of Authority
- Documents related to Eligibility Criteria
- Corporate Brochure/ Profile

13. Commercial Bid

S. No.	Item Description	Rate Per Unit	GSM	Color	Print	Estimated quantity	Amount	% of Tax	Total cost
1	Letterhead A4		180	Multicolor	Offset	100000 max.			
2	Letterhead A4		180	Multicolor	Screen	100000 max.			
3	Letterhead A4		180	Multicolor	Digital	100000 max.			
4	Envelop without window C4 Pocket		100	Multicolor	Screen	100000 max.			
5	Envelop without window C4 Wallet		100	Multicolor	Screen	100000 max.			
6	Envelop without window C5 Pocket		100	Multicolor	Screen	100000 max.			
7	Envelop without window C5 Wallet		100	Multicolor	Screen	100000 max.			
8	Envelop without window DL Pocket		100	Multicolor	Screen	100000 max.			
9	Envelop without window Wallet		100	Multicolor	Screen	100000 max.			
10	Visiting cards		180-300	Multicolor	Offset	Min 100			
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15	Inside pages of booklets. A4 size		180	Multicolor	Digital	Min. 20			
16	Spiral notebooks cover B5 size		300	Multicolor	Digital	4 max.			
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21	Flex standee (Std. size)		NA	Multicolor	Digital	1			
22	Flex banner (1ft.x1ft.)		NA	Multicolor	Digital	1			
23	Banner on Vinyl pasted on 2mm sun board		NA	Multicolor	Digital	1			

Printer needs to submit complete details/ supporting with regard to the above heads of Commercial Bid.

Note:

The service tax to the services availed from the Printer will be paid by Invest India as per the prevailing taxations norms.

14. Important Dates

Activity	Timeline
Date of Announcement	March 31, 2017
Date of submitting queries	April 03 , 2017
Date of Pre Bid Meeting for any clarifications	April 06 , 2017
Last date for modification in RFE	April 10, 2017
Last date of submission of Technical and Commercial bids	April 17, 2017
Date of opening technical bids	April 18, 2017
Presentation by eligible bidders and open house discussions	April 21, 2017
Declaration of Technical scores	April 24, 2017
Opening of financial bids	April 26, 2017
Final result of empanelment	April 27, 2017

15. Evaluation Criteria

a. TECHNICAL EVALUATION

- The bidders will be technically shortlisted based on the Fulfillment of Technical Specification and Eligibility criteria.
- The financial proposals of only technically shortlisted bidders will be opened and will be ranked in terms of their totaling of quoted rates.
- The rates should be valid & fixed for two years from date of award of contract.
- The rate should be quoted for each item with specification, as applicable, and should be indicated clearly in figures. Any scoring or overwriting should be attested by the Bidder with full signature. The rate quoted should be firm and should not be subject to any variation clauses.
- Bid not submitted as per financial Bid Format and as per prescribed specifications shall be straight away rejected.

b. FINANCIAL EVALUATION

- Evaluation will be done as per method of least cost basis of amount quoted
- The least cost proposal will be ranked as L-1 and the next higher and so on will be ranked as L-2, L-3, etc. The least cost proposal (L-1) will be considered for award of contract. Evaluations will be based on documentary evidence submitted by the agency.

16. Contact Points

<p>Ms Surabhi Capoor Invest India Email: surabhi.capoor@investindia.org.in Mobile: +91 92051 92121</p>	<p>Ms Kanan Parida Invest India Email: kanan.parida@investindia.org.in Mobile: +91 96190 06004</p>	<p>Mr. Anirudh Sarwalia Invest India Email: Anirudh.sarwalia@investindia.org.in Mobile: +91 92054 80584</p>
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17. RFE Integrity

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that Invest India may take. All the submission, including any accompanying documents, will become property of Invest India. The bidders shall be deemed to license, and grant all rights to Invest India, to reproduce the whole or any portion of their solution for the purpose of evaluation, to disclose the contents of submission to other bidders and to disclose and/or use the contents of submission as the basis for RFE process.

18. Terms and Conditions

- The contract will be initially for a period of one year from the date of entering into the agreement, extendable to one more year based on satisfactory performance during the initial one year.
- Shortlisted agencies for printing job will be required to submit security deposit at the time of signing of contract. The amount of security deposit will be Rs.15000/- (Rupees Fifteen Thousand Only) in Indian Rupees. The security deposit will be in the form of demand draft or bank guarantee on non-judicial stamp paper on a scheduled bank
- The Rates quoted by the agency shall be valid & fixed for a minimum period of two-year from the date of contract. No backing out from the agreement will be entertained once the same is signed and in such a case if vendor backs out, the security deposit will be forfeited.
- The agreement can be terminated only by written notice of not less than one month by either party. However, if the services provide by the agency not found to be satisfactory, the same can be terminated by Invest India within fifteen days' notice. In such an eventuality, the security deposit submitted to the Centre by the agency will be forfeited.
- The quality of printing should be of very high standard and job should be completed as per schedule.
- The job has to be collected by agency from Invest India office and the final completed job will have to be delivered at our office premises, for which no extra charges will be paid.
- Payment will be made after the completion of the work which is to be delivered at Invest India. The firm should return all the photographs, manuscript and any other material given for job, artwork and negative/positives, before the final payment is made.



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- The Organisation reserves the right to reject any or all the applications without assigning any reason therefore. Any communication in this regard from the applicants will not be entertained.
- In case the job is not completed within the stipulated time or the job is not to be satisfaction of the Organisation reserves the right to reject the material partly or fully. Also penalty as decided by the Competent Authority shall be imposed.
- Income tax deducted at source and such other taxes/ levies which are by law required to be deducted by the Organisation will be deducted from the charges payable to the vendor on presentation of documentary evidence.
- In the event of any dispute, the decision of the Managing Director, Invest India shall be final and binding.

19. General

- The Bidder is expected to examine all instructions, statements, terms and specifications in this RFE document. Failure to furnish all information required by the RFE may result in rejection of its bid.
- Invest India may choose to take an undertaking from Printer to maintain the confidentiality of the information/documents etc.
- Any effort on the part of Printer to influence bid evaluation process or award of contract may result in the rejection of the bid.
- Invest India may, at its discretion, extend the deadline for submission of proposals or cancel the requirement in part or in whole. Invest India reserves the right to reject any or all Bids without assigning any reason thereof.
- The Firms while sending their bids should enclose a copy of the conditions stipulated duly certified and attested by them in token of accepting the bid conditions that they understood and accepted them in full. Bids received without the certified copy of the conditions shall be rejected summarily.

I/We _____ have gone through the terms and conditions and will abide by them as laid down above.

Signature / Seal

Name/ Designation

Company Address

APPLICATION FORM

No	Particulars	To be filled in by the Firm
1	Name of the Firm	
2	Address with telephone, e-mail, fax number & the name(s) of the contact person(s)	
3	Year of establishment (Please attach documentary evidence)	
4	Income Tax - PAN No. (Please attach documentary evidence)	
5	ST/CST No. (Please attach d documentary evidence)	
6	Registration details of the Firm (Please attach documentary evidence)	
7	Customer Profile of the firm (Letters of Intent / last 3 Work Order / Certificate from other employers, details of work, value, etc. Done in last three financial years may be enclosed). Samples of the various jobs indicated may also be enclosed.	
8	Infrastructure details – type of printing facilities available in house	
9	Whether the firm has filed its income-tax return for the last three assessment years. (Please attach documentary evidence)	
10	Annual turnover during last 3 years (Please attach copy of audited accounts/certificate from the auditor as documentary evidence)	
11	Verification -The form should be signed by the authorized signatory verifying that all the details furnished in the application are true and correct to the best of his / her knowledge and that in case of furnishing any false information or suppression of any material information would Lead to rejection of the quotations.	



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- a) Note: The relevant information sought in proforma below may be mentioned in short against the points. Detailed documents/certificates etc. may be enclosed and flagged)
- b) This is to certify that we have understood the provisions of tender document and all the information given by us in tender document is true to the best of my knowledge
- c) Details shall strictly be submitted in prescribed format as per tender document.

Signature / Seal

Name/ Designation

Company Address