Intelligent Communications Systems India Ltd
Administrative Building above Post Office, Okhla
Industrial Estate Phase III, New Delhi-110020
Tel.: 011-40538951, 011-35024705

Ref. No. ICSIL/03/709/ID Cards/ICSIL Employees/2024-25   13/02/2025

Request for Quotation for Procurement of Identity Card Printing Set-up for ICSIL employees.

Intelligent Communication Systems India Limited (ICSIL) is a joint venture of Telecommunications Consultants India Limited (TCIL), a Government of India Enterprise under Ministry of Communications and Delhi State Industrial and infrastructure Development Corporation (DSIIDC), a Government of Delhi undertaking. ICSIL is an ISO 9001:2015 certified company and holds status of a Public Sector Undertaking.

ICSIL intends to establish a fully operational identity card setup that includes hardware, software, and support systems necessary for designing, printing, and managing identity cards for approximately 10,000 employees of ICSIL.

Interested parties are requested to submit their quotation, on or before **06/03/2025 06:00 PM**, in a sealed envelope, superscribed as "Quotation for Procurement of Identity Card Printing Set-up for ICSIL employees" exactly as per Annexure-"B" (BOQ), Scope of Work and Specifications have been provided in Annexure-"A".

Terms and conditions are given below: -
1. The quotation must be submitted in the form furnished in Annexure - "B" and should be free from corrections/erasures. In case there is any unavoidable correction it should be properly attested. If not, the quotation will not be considered. Quotations written in pencil will not be considered.
2. The quotation will be opened on **06/03/2025 06:00 PM** at the ICSIL Administrative Building, Above Post Office, Okhla Industrial Estate, Phase-III, Delhi-110020 in presence of the tenderers or their authorized representatives who may wish to be present.
3. ICSIL reserves the right to accept the offer by individual items and reject any or all quotations without assigning any reason thereof and does not bind itself to accept lowest quotations.
4. All the prices should be quoted in BOQ format and Taxes as applicable should be indicated.
5. ICSIL reserves the right to modify the quantity specified in this enquiry.
6. In case your quotation is accepted, and order is placed on you, the supply/services against the order should be made within the period stipulated in the order. ICSIL reserves the right to recover any loss sustained due to delayed delivery by way of penalty. Failure to supply the material/services within the stipulated period shall entitle Procuring Entity for the imposition of penalty without assigning any reasons @ 1/2% (half percent) of the total value of the item covered in order as penalty per day subject to a maximum of 5% (five percent) unless extension is obtained in writing from the office on valid ground before expiry of delivery period.
7. Any dispute relating to the enquiry shall be subject to the jurisdiction of the Courts at Delhi only.

   Note: -
   1. **Bids without relevant documents as per Eligibility criteria specified at clause No 8 of the RFQ, would be summarily rejected.**
   2. **Unsealed Bids will be rejected**.

   Bidders are advised to study the document carefully. The price bid along with all related documents asked in the RFQ must be provided in the sealed envelope and should reach by post/by hand to the below mentioned address latest by **06/03/2025 06:00 PM**, The sealed quotation is to be submitted at the address below: -

FRONT DESK OFFICER, RECEPTION
INTELLIGENT COMMUNICATION SYSTEMS INDIA LTD (ICSIL)
Administrative Building, Above Post Office, Okhla Industrial Estate, Phase-III,
New Delhi - 110020
Phone No. 011-40538951

8. Required Documents/Eligibility Criteria

The interested parties may submit their response/ Interest as per the following

1. The bidder should be: -

a) A company in India as per Companies Act 1956/Indian Partnership Act 1932/Indian Registration Act 1908/Chartered Accountants Act 1949/Cost Accountant Act 1959 or amended as on date and should have competent team of professionals, in operation since the last 3 years preceding the date of publication of this notice. The certificate of Incorporation issued by the Registrar of companies along with copies of Memorandum and Articles of Association are to be submitted along with bid.

Or

A Proprietary Firm in operation since the last 3 years preceding the date of publication of this notice. This firm should submit PAN Card/MSMe registration etc. for past 03 years preceding the date of publication of this notice.
(Proof of Document must be submitted)

2. Company should have valid Copy of PAN Card, GST Registration, etc. In case of Proprietary firms' valid copy of PAN Cards of Proprietor/Company to be provided.

3. A self-undertaking that the bidder has not been blacklisted and debarred on the basis of FIR lodged against him or any other fault connected with their services by any department/autonomous body/PSU of the Central/State Government/ Private or any agency in India.

4. Proof of Similar Work Experience (Work Order/Completion Certificate) for Supply and Installation of Identity Card Printing Set-up in atleast one Organization in the last three F.Y.

9. Special Terms & Conditions

9.1 Timeline

Provide a detailed timeline for:
- Supply and delivery of equipment.
- Installation and configuration.
- Testing
- Commissioning.

Maximum period for all above activities is One Month from the date of confirmed Purchase Order

9.2 Payment Terms
- 50% on supply of hardware & accessories
- 40% after successful completion of Supply, Installation, Testing & Commissioning
- 10% after successful completion of warranty period of 01 year
- AMC charges will be paid post providing the services successfully on quarterly basis

9.3 PBG

PBG for 10% of Purchase Order (excluding Taxes) valid for 60 days beyond 05 Years, which includes warrant period of 01 year & AMC of 04 Years from the date of successful Installation & Commissioning as per Scope of Work.

9.4 Price Validity: -

90 days from date of Submission of proposal

9.5. Paying Authority: -

AGM (F & A),
ICSIL, Okhla Phase-3
New Delhi-110020

ICSIL Contact Person- **1.-** Mr. Ravi Prakash Tripathy, System Analyst (IT/MM)
         Telephone: 8744968611
         Email id: - ravi.tripathy@icsil.in

      2. Ms. Nafeesa Bano, Engineer (MM Division)
         Telephone: 9560729470
         E-mail ID- nafeesa@icsil.in

9.6 Lowest Quoted (L1) bidder will be called for demo of the solution offered.

Scope of Work

1 Supply
- **a. Hardware**:
    - o Identity Card Printers, as per Specifications mentioned below.
    - o Consumables, including blank cards, ribbons, and laminates.
- **b. Software**:
    - o Identity Card Design and Management Software as per Specification/features mentioned at Annexure II.
    - o Integration tools for connecting with existing system/Database
- **c. Accessories**:
    - o Cardholders, lanyards (must have ICSIL imprint).

2 Installation
- a. Delivery of all hardware and software at ICSIL HQ.
- b. Physical installation of equipment, including printers and peripherals.
- c. Network configuration to ensure integration with existing system/database.

3 Testing
1. Functionality tests for all hardware (printers, scanners, etc.) and software.
2. Verify software functionality, including design templates, data input/output, and report generation.
3. Integration with existing system(s)/databases.
4. Test the entire workflow, from data input to card printing.
5. Quality check on printed identity cards for accuracy and durability.

4 Commissioning
1. Train designated personnel (3 numbers) to use the system effectively, including software and hardware operations.
2. Provide user manuals, troubleshooting guides, and operational documentation.
3. Ensure all equipment and software are fully operational and ready for handover.
4. Submit a final report documenting installation and testing results.

5 Post-Commissioning Support
1. Provide a warranty support for 01 year for all supplied items (hardware and software) with quarterly checks & updates.
2. Offer Annual maintenance and support services, with quarterly checks & updates and nominated helpdesk for troubleshooting and technical assistance.
3. Supply additional consumables as and when ordered during the support period.

6. Deliverables
- a. Fully operational identity card setup with all specified components.
- b. Training completion certificate for personnel.
- c. Installation and testing report.
- d. Warranty documentation and support contact details.
- e. Spare consumables.

7. Specification of Printer

7.1 Printer Type
- **Direct-to-Card (DTC) Printers**: Prints directly onto the card surface. Suitable for most standard identity card needs.

7.2 Print Quality
- **Resolution**: Minimum of **300 dpi (dots per inch)**, preferably **600 dpi** for detailed graphics or text.
- **Colour Printing**: Full-colour (CMYK) and monochrome printing support.
- **Edge-to-Edge Printing**: Borderless printing for a professional finish.

7.3 Card Types Supported
- PVC cards (standard).
- Composite PVC/Polyester cards for durability.
- Magnetic stripe cards (for access control or payment integration).
- Smart cards (contact and contactless for advanced security features).
- CR80 standard size cards (85.6mm x 54mm).

7.4 Card Thickness
- Support for card thickness ranging from **10 mil to 40 mil** (depending on use case).

7.5 Print Speed
- Full-colour, single-sided printing: **150–200 cards per hour (cph)**.
- Monochrome, single-sided printing: **500–1000 cph**.

7.6 Input/Output Capacity
- **Input Hopper**: Minimum capacity of **100–200 cards**.
- **Output Hopper**: Minimum capacity of **50–100 cards**.
- Optional manual feed slot for individual card printing.

7.7 Connectivity
- USB 2.0/3.0 interface for direct PC connection.
- Ethernet or Wi-Fi for networked printing in larger setups.
- Optional Bluetooth support for mobile connectivity.

7.8 Security Features
- Support for secure holographic overlays or laminates for tamper-proofing.
- Support for UV or watermark printing for anti-counterfeit features.
- Data encryption for secure data transfer.

7.9 Software Compatibility
- Compatible with industry-standard ID card design and management software.
- Support for Windows, macOS, and Linux operating systems.
- Ability to integrate with databases (e.g., MS Access, SQL, Excel).

7.10 Maintenance and Durability
- Easy-to-replace ribbon cartridges and cleaning rollers.
- Durable design for heavy-duty or frequent use.
- Comprehensive Warranty: 01 Year

7.11 Additional Features
- Dual-sided printing capability (optional or included).
- Laminator module for enhanced card durability.
- Built-in encoding support for magnetic stripes, RFID, or smart cards.
- Compact size for office or mobile use.

8. Specification/Features of Software

8.1 General Features
  a. User-Friendly Interface:
    o Intuitive drag-and-drop interface for designing ID cards.
    o Pre-built templates for quick setup.
  b. Card Design Capabilities:
    o Supports full-color and monochrome card designs.
    o Ability to add text, logos, barcodes, QR codes, and photos.
    o Advanced editing tools for precise customization.
  c. Database Integration:
    o Integration with external databases (e.g., Excel, SQL, Access).
    o Support for importing and managing data records.
  d. Card Printing Options:
    o Single-sided and dual-sided printing support.
    o Batch printing functionality for multiple cards at once.

8.2 Compatibility
  a. Operating System Support:
    o Windows (10/11 or later).
    o macOS (if required by the organization).
  b. Printer Compatibility:
    o Compatible with major card printer brands (e.g., HID Fargo, Evolis, Zebra, Magicard, Entrust).
  c. Hardware Integration:
    o Supports cameras for direct photo capture.
    o Integration with biometric devices (if needed).

8.3 Security Features
  a. Data Encryption:
    o Secure data handling during design, storage, and printing.
  b. Access Control:
    o Multi-user access with role-based permissions.
    o Audit trails for changes made by users.
  c. Advanced Security Features:
    o Support for holograms, watermarks, or UV elements.
    o Encryption for smart card encoding (e.g., RFID, magnetic stripe).

8.4 Advanced Features
  a. Customization and Branding:
    o Import custom fonts and colors for branding.
    o Add dynamic fields linked to database records.
  b. Photo Management:
    o High-quality photo capture and editing tools.
    o Automatic photo resizing and cropping.
  c. Encoding Support:
    o Encoding options for magnetic stripes, contact, and contactless smart cards.
  d. Reporting and Analytics:
    o Generate reports on card issuance.

    o Real-time data syncing with HR or security systems.

8.5. Licensing and Support

  a. Licensing:

    o Perpetual licensing options.

    o Support for multi-user licenses.

  b. Support and Updates: 01 Year Post implementation

    o Regular software updates for new features and security patches.

    o Technical support via email, chat, or phone.

8.6. Integration Capabilities

  a. Third-Party Integration:

    o Compatible with CRM, HRMS, or ERP systems.

    o API support for custom integrations.

  b. Cloud or On-Premises Deployment:

    o Option for cloud-based storage and access.

    o On-premises deployment for organizations with high-security needs.

Bill of Quantity
(To be printed on Letter Head of Bidder)

Sr. No.	Product/Items	Qty in Nos. (a)	Unit Price including GST (b) INR	Total with Qty T=a*b INR per Annum including GST and other applicable Taxes
1	Hardware: Identity Card Printers, as per Specifications mentioned at Section 7of Annexure A with consumables	01		
2	Software: - Identity Card Design and Management Software as per Specification mentioned at Section 8 of Annexure A. Integration tools for connecting with existing system(s)/Database(s)	01		
3	Cardholders, lanyards (must have ICSIL imprint)	10,000		
4	Blank cards, ribbons, and laminates.	10,000		
5	AMC 1st Year			
6	AMC 2nd Year			
7	AMC 3rd Year			
8	AMC 4th Year			
Total in Figures				
Total in Words				

Notes :-

   a. Partial Quotes are not allowed.
   b. Lowest quote (L1) will be decided on the basis of Total Cost
   c. Quoted Price must include cost of Supply, Installation, Testing & Commissioning and Warranty of 01 year
   d. The above-mentioned quantities are tentative, which may vary (25%).
   e. For detailed specs, Scope of Work

Declaration: - We agree to carry out the Work at the rate quoted above for the contract duration of one full year. We understand that ICSIL, Delhi, is not bound to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason.

Signatures : -	:	_____
Name of the Person.	:	_____
Organization	:	_____
Address	:	_____
		_____
Seal of the Organization	:	_____