



Centre for Research and Industrial Staff Performance (CRISP), Bhopal
Opposite Manas Bhawan, Shyamla Hills, Bhopal-462002 (M.P.)

NOTICE INVITING TENDER

Centre For Research and Industrial Staff Performance (CRISP) Tender for supply and printing of PVC Smart Cards and fulfillment services for all the beneficiaries of different projects undertaken by CRISP and its client.

The bids are invited from reputed Smart Card manufacturers / Authorised Suppliers having sufficient experience and credentials of work in a Government Department / Government Undertaking / PSU / Autonomous Body. Bidder must have adequate infrastructure for providing service within the stipulated time.

1	Tender No. and Date	CRISP/IT-SWD/SmartCard/2025-26/945 Dated: 08.11.2025
2	Brief description	To centrally supply Chip based Smart Cards personalize, print, pack in individual envelopes with Personal Details of individual card owner with branding jacket and to hand it over to the end user in Madhya Pradesh.
3	Tender Fee	Rs.5,000/- (Rupees five thousand only). The amount to be transferred electronically as per the details given in this Tender document
4	Earnest Money Deposit	Rs. 5,00,000/- (Rupees five lakh only). The amount to be transferred electronically as per the details given in this Tender document

- Intending bidder may download the tender documents from the website www.crispindia.com directly. Cost of the tender fee may be remitted electronically or through Demand Draft in favour of Centre for Research and Industrial Staff Performance (CRISP). Cost of

Earnest Money Deposit (EMD) may also be remitted electronically or to be sent through the demand draft in favour of Centre for Research and Industrial Staff Performance (CRISP).

- Tender documents may be downloaded from the website and submission of Technical Bid and Financial Bid will be done as per the Time Schedule stated in this Tender Document.
- The Financial Bid of the prospective Bidder will be considered only if the Technical Bid of the bidder is found qualified by the Tender Committee. The decision of the Tender Committee will be final and absolute in this respect. The committee is not bound to accept the offer of the lowest bid, as the task is more technical in nature, the quality of product and services and similar experience of service provider will have weightage on the selection.

Director
CRISP Bhopal

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SECTION – A

INTRODUCTION & SCOPE OF WORK OF THE PROJECT

SCOPE OF THE PROJECT

The project is envisioned to implement service delivery by integrating it with the **existing** applications already functioning at CRISP and its Clients. With the implementation of this project, CRISP aims to provide an effective, efficient and consistent service to its beneficiaries.

The project shall include application integration to existing IT infrastructure, supply and printing of smart cards as per specifications to the applicants.

Project objectives:

The primary objective of this Project is to engage a card manufacturer / Authorized Supplier for the purpose of supplying, printing and provide fulfillment of all services. It may be noted that such Smart Cards are to be designed in such a manner that they are able to function with the existing application and IT infrastructure already functional at CRISP and its affiliated colleges.

The services required under this project are as follows:

- Supply of PVC Smart Cards as per specifications of CRISP
- Printing of the Smart Cards using dye sublimation variable printing of the data including the color photograph of individual beneficiary.
- Fulfillment services as follows
 - Printing of name of the person on personalized letter issued to him / her and inserting the same in specially designed & approved envelopes
 - Incorporating the printed card therein in such envelopes. The plastic-coated Window Envelope (10"x 4.5") should fit the card and a personalized letter printed on A4 paper as mentioned.
 - Handing over the envelopes containing the smart cards in bulk to the client's location of CRISP for distribution.
- In order to achieve the above, the Service Provider shall develop custom-built software application for Data uploading, Data reading through Card Readers, and Updating the cards with portal application as and when required and integrate such software with existing systems.

Service provider would require implementing necessary infrastructure for supply and printing of Smart Cards, approved by the concerned official of CRISP. In addition, service provider would also be required to perform fulfillment services related to dispatch of the Smart cards within 24 working hours of the printing of cards.

Project challenges

- Required infrastructure for printing PVC Smart Cards and fulfillment services.
- Deploying, managing and maintaining skilled work-force with sufficient experience to achieve above
- System for real time tracking of the printing of Cards
- Establishment of necessary data security arrangement(s) to ensure data safety and security.

Project Duration

Service provider is required to establish, maintain and operate the 1 Year project, which can be extended for further years on the same terms and conditions subject to satisfactory performance by the service provider.

PROJECT DELIVERABLES

The deliverables for the service provider are defined as follows and shall include creation of infrastructure, establishment, management and maintenance of hardware, providing necessary application and system software, consumables supplies such as PVC Smart Cards , consumables, stationary etc. and work force deployment, training and management.

- **Smart Cards**
 - Cards procurement and printing of cards compliant with standards and guidelines of CRISP
 - PVC Smart Cards Cards as per the features of the design provided by CRISP

- **A. Smart Card Specification**

S.No.	Item	Specifications	Description
1.	Chip Based Smart Card (dual site Printed)	Card Type 86 X 54 mm PVC	As per the design & specification, mentioned by CRISP. Contact Smart Card in the form of ICC (Integrated Circuit Card) compliant to ISO/IEC 7816-Part 1, 2, 3, 4, 8 and 9, IS16695
		Operating System	Compatible Smart Card Operating System and the Software Development Kit (SDK) along with the Desktop Application for update the Transaction Data on the Smart Chip of the Cards. The Application will download and sync the individual data from Portal using the card reader device. Required the smart card read and data write in smart card (in Chip) application through Xml or any other file format.
		Memory Size	64 K
		Card Thickness	Thickness 0.95 MM (approx.)
		Data Storage in Chip in data structure format	Beneficiary Personal Information Beneficiary Photo & Signature Beneficiary Transaction history Beneficiary history

- ***Infrastructure creation & work-force management***

- Infrastructure both software & hardware for printing of cards and fulfilment services.
- Deployment of skilled work force for operation of Card Printing and fulfillment services, infrastructure support and project management.

- ***Software application and data security***

- Integration: The service provider shall integrate their software application for printing of PVC Smart Cards in a manner that such cards seamlessly function with the existing IT application and infrastructure already deployed at CRISP.

- The Service provider shall install necessary data security systems.
- The Software application design has to be such that it allows future enhancements in software application through as per the directions of the CRISP.

1.	Smart card read & write Smart card Terminal application	* Window or desktop based Smart card Terminal application	Required the smart card read and data write in smart card (in Chip) application through Xml or any other file format.
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• **Consumables & fulfillment services**

- Original OEM card printer consumables for printing of cards
- Required stationary for personalized letter to be issued
- Specially designed & approved envelopes to insert printed card and letter therein in such envelopes

1.	Smart Card Personalisation and Packaging	Individual Smart card dual side printing and packing by using the Personalise Data provided by CRISP	<p>Dual Side printing of Smart Card as per the design approved by CRISP</p> <p>Packing of each card in Laminated Jacket</p> <p>Packing in envelope with branding and Label printing of personal data as approved by CRISP</p> <p>A4 size user manual for reading and update the smart card</p> <p>Bundle 100-200 cards each in a waterproof manner</p> <p>Supply of bundles altogether at CRISP / location identified by CRISP in Madhya Pradesh</p>
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PROJECT DELIVERY

Successful implementation of the project as per the requirement of CRISP from the date of signing the agreement is summarized as follows:

It may be noted that the contract shall come into force from Signing of the Agreement or from such subsequent date as may be decided by the procuring authority. In such a situation, the time allowed for project initiation shall commence from such approved date decided by the authority.

Project Stage	Allowed time Frame	Cumulative time frame
Issue of Letter of Intent (LOI)	D	
Signing of Contract	D + 07 days = D1	07 days
Submission of PBG	D1 + 07 days = D2	15 days
Project Initiation* with design approval of the card, stationary and packaging etc.	D2+15 days = D3	30 days
Go-Live Printing and packaging of cards	D3 + 15 days= D4	45 days
Supply and handover the Smart card of minimum quantity of 50,000 cards with personalize data structure	D4 + 25 days = D5	70 days
Smart Card Terminal Application with Card Activation and data reading, writing application functionality for individual candidate	D5 + 15 days = D6	85 days
Operation management & Technical Support	D56 + 645 days	730 days

SECTION -B

ELIGIBILITY CRITERIA

- I. The bidder must be a company registered under the Companies Act, 1956 / 2013 for at least 5 years. Certificate of Incorporation must be submitted as evidence along with the bid.
- II. The bidder must have its own Card manufacturing / Card Sales & Supply and personalization business and should have valid GST Registration Certificate, PAN, EPF, ESI Registration & Factory License. Bidder shall have to submit copies of the documents.
- III. The bidder must be a Card manufacturer / Authorised OEM Supplier located in India and have average turnover from Card Manufacturing / Supplying of Chip based Smart Card / PVC cards in India amounting to not less than less than Rs. 3 Crore (average) in last three financial years (considering FY - 2022-23, 2023-24 and 2024-25). Copies of Audited Accounts and necessary Audited Statement and Auditor Certificate for turnover statement to be submitted clearly specifying the turnover in each such FY along with this bid, duly certified by the CA. In case results of FY 2024-25 are not audited, CA certificate specifying the FY 2024-25 results are mandatory to be attached.
- IV. Bidder should have a minimum positive Net-worth and must be profitable in the last three financial years (FY 2022-23, 2023-24 and 2024-25). Auditor Certificate to be submitted.
- V. Bidder should transfer Earnest Money Deposit (EMD) of Rs. 5,00,000.00 (Rupees five lakh only) electronically / or in DD to CRISP as per the details given in this tender.
- VI. Bidder should transfer non-refundable Tender Fee of Rs. 5,000.00 (Rupees Five thousand only) electronically to CRISP as per the details given in this tender.
- VII. The bidder shall not have been blacklisted by any State / Central Government or PSU Organization or bilateral / multilateral funding agencies for non-performance, breach of ethical conduct or fraudulent practices as on date of submission of the proposal. Declaration on bidder's letter-head to be submitted.
- VIII. The bidder shall submit Bid Form duly signed by the authorized signatory of the company as per the format enclosed.
- IX. The bidder should have valid ISO 9001:2015 and ISO 27001:2013 certificates.
- X. The Bidder should be ISO 27701 Privacy information Management System (PIMS) complied company.
- XI. The Bidder should provide Non-Black listed Affidavit on stamp as per MP Government norms.
- XII. The Experience Criteria should be applied for OEM/Bidder.
- XIII. The Bidder/OEM should be authorized Seller of PVC Card printing machine.
- XIV. The bidder should have minimum 50 (Fifty) personnel on it's payroll. A self-declaration signed by the director / promoter of the Company & latest Provident Fund challan must be submitted along with the bid.

SECTION – C

DATE AND TIME SCHEDULE

1	Date of publishing of N.I.T.	08.11.2025 13:00 hours
2	Documents download from www.crispindia.com	08.11.2025 13:00 hours
3	Online Pre bid meeting date All the Agencies willing to participate in the BID referred in our NIT dated 08.11.2025 are invited to send their quires for clarifications on email id procurement@crispindia.com till 15th November, 2025 , all the replies to your queries will be sent separately on your official email ID.	15.11.2025
4	Physical Bid Submission at CRISP Head office, Opp Manas Bhawan, Shyamla Hills, Bhopal End date & time	25.11.2025 13:00 hours
5	Physical Bid Opening at CRISP Head office date & time for Technical Proposals	25.11.2025 15:00 hours
6	Date for opening of Financial Bid	To be notified later for the technically qualified bidders only

Section – D

Instructions to Bidders

1. Provisions of the Contract, including any amendments, shall prevail.
2. Definitions:
 - a. **"Implementation Period"** shall mean the period from the date of signing of the Agreement and up to the issuance of Final Acceptance Certificate for the project.
 - b. **"Inordinate delay"** shall mean lapse of more than 15 (Fifteen) working days between providing the data of card and completion of fulfillment services.
 - c. **"Law"** shall mean any Act, notification, Bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and / or the State Government or any other Government or regulatory authority.
 - d. **"LOI"** means issuing of Letter of Intent shall constitute the intention of the CRISP to declare the successful bidder.
 - e. **"Services"** means the work to be performed by the Bidder pursuant to this Contract, as described in the detailed Scope of Work.
 - f. **"Operator"** means the company providing the services under Agreement.
 - g. **"Period of Agreement"** means Two years from the date of acceptance of the work order from the CRISP by the Service Provider.
 - h. **"Requirements"** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Contract.
 - i. **"Service"** means provision of Contracted service viz., operation, maintenance and associated services as per Section titled "Scope of Work".
 - j. **"Termination Notice"** means the written notice of termination of the Agreement issued by CRISP "

3. Pre Bid Meeting

As per the date specified in the tender document or any other date decided by CRISP.

4. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of the bid and CRISP will in no case be responsible for those costs regardless of the conduct or outcome of the bidding process.

5. Bid Document

Bidder is expected to examine all instructions, forms, terms and requirements in the bid document. The invitation to bid together with all its attachment thereto shall be considered to be read, understood and accepted by the bidder unless deviations are specifically stated in the serially by the bidder. Failure to furnish all information required by the bid document or a bid not substantially responsive to the bid document in every respect may result of the bid being summarily rejected. Conditional Offers shall not be accepted.

6. Amendment of Bid Document

At any time prior to the deadline for submission of proposals, CRISP reserves the right to add / modify / delete any portion of this document by issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidders who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

7. Modification and Withdrawal of Bids

The bidder cannot modify or withdraw its bid after submission.

8. Language of Bid & Correspondence

The proposal will be prepared by the Bidder in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder & CRISP will be in English language only.

9. Earnest Money Deposit (EMD) & Tender Fee

The bidder shall furnish non-refundable Tender Fee of Rs. 5,000 (Rupees Five thousand only) and EMD of Rs. 5,00,000/- (Rupees five lakh only) by transferring the amount electronically or Demand Draft in favour of Centre for Research and Industrial

Staff Performance (CRISP) Bhopal.

The bidder shall also furnish the details of Tender Fee & EMD submission in the bid document. Any bid not accompanied with the EMD & Tender Fee shall be rejected.

10. Forfeiture of EMD

EMD made by Bidder may be forfeited under the following conditions:

- a) If Bidder withdraws the proposal after bid submission deadline.
- b) During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of CRISP regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances.
- c) If Bidder violates any of the provisions of the terms and conditions of the proposal.
- d) In the case of a successful Bidder, if Bidder fails to:
 - Accept the work order along with the terms and conditions.
 - Furnish performance security.
 - Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
 - Submitting false / misleading information / declaration / documents / proof etc.

The decision of CRISP regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances.

11. Forms and Formats

The various inputs for the Technical Bid and Financial Bid are to be submitted in the format specified. The bidder shall use the form, wherever specified, to provide relevant information. If form does not provide space for any required information, space at the end of the form or additional sheets should be used to convey the said information. For all other cases, the bidder shall design a form to hold the required information.

12. Lack of Information to Bidder

The bidder shall be deemed to have carefully examined the Bid document to his entire satisfaction. Any lack of information shall not in any way relieve the bidder of his responsibility to fulfil his obligation under the bid.

13. Contract Execution

On receipt of the Letter of Award/Order, the SP shall comply with the project delivery timeline. EMD shall be converted into Performance Bank Guarantee (PBG) and may be replaced with PBG at the option of the Service Provider (SP). The PBG should be valid for six months more than the completion period. All delivery will have to be completed as per the time schedule from the date of acceptance of contract and the SP has to ensure all activities leading to the work of the contract to be completed within the stipulated time from the date of award. Subsequent to the award of contract, the SP will have to arrange for the requisite materials, equipment's, and work force as per the scope of work.

14. Time Schedule

As mentioned in the tender document

15. Liquidated Damage

In the event of failure to meet the job completion in stipulated date / time liquidated damage may be imposed which amounts to forfeiture of EMD/PBG. CRISP reserves the right to terminate the contract and will get the job completed by any other competent bidder, and the recovery of such losses shall be recovered from the Service Provider. The decision of the Managing Director – CRISP shall be final in this regard.

16. Indemnification

The SP ("Indemnifying Party") shall hereby agree to defend, indemnify, hold and save the CRISP officers ("Indemnified Party") harmless from and against all direct actions, proceedings, claims, liabilities (including, but not limited to statutory liabilities), penalties, demands and costs (whether or not resulting from third party claims), including taxes, interest and penalties payable with respect there to, out-of-pocket expenses, attorneys' and accountants' fees and disbursements, legal action, suits, litigation or prosecution (together, the "Losses") which directly arise out of or result of any inaccuracy or breach of the representation, warranty or covenants made by the SP, breach of patents or copyright by SP, breach of extant Govt laws, rules or regulations of Union or State Govt. relevant to this agreement or of any of the provisions of the agreement

The CRISP officers ("Indemnified Party") shall hereby agree to defend, indemnify, hold and save the SP harmless from and against all the losses, which directly arise out of, or result from or are connected, with any misrepresentation in, inaccuracy or breach by the CRISP

of any of the provisions of this Agreement.

The rights of an indemnified party pursuant to this Clause shall be in addition to, and not exclusive of, and shall be without prejudice to, any other rights and remedies available to such indemnified party at equity or law including the right to seek specific performance, rescission, restitution or other injunctive relief, none of which rights or remedies shall be affected or diminished thereby.

17. Terms of Payment

Payment will be made to Service provider by the CRISP in 15 days from the submission invoice and necessary supporting documents clearly showing in detail the dispatch & receipt of cards by the CRISP and / or its affiliated College.

18. Corrupt or Fraudulent Practices

The Tender Committee requires that the bidders under this Tender observe the highest standards of ethics during the execution of such contracts. For this purpose, the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force. The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question. The Tender Committee will declare a firm ineligible, for a stated period of time, not exceeding five years, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

19. Binding Clause

All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tender Committee reserves the right:

- i. To vary, modify, revise, amend or change any of the terms and conditions mentioned above and
- ii. To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

20. Safety Measures

The SP only shall in the course of execution of the work take all necessary precautions for the protection of all persons and property. The SP shall take adequate measures to protect the work and prevent accidents during the work. In the event of any accident to any person or persons or damage or injury of any description to any person or property due to failure on the part of the SP in taking proper precautionary measures the SP shall be responsible for and must make good the loss the damage at his own cost to the satisfaction of the department and employees of the department shall be indemnified from all claims or liabilities arising there from or any expenses incurred on account thereof.

21. Equipment

All tools & tackles, both software & hardware and consumables, necessary for the work shall have to be provided by the Service Provider unless otherwise specified elsewhere in these tender documents. The equipment used by the Service Provider for a particular work must be appropriate for the type of work. The Service Provider shall maintain the equipment used on the work properly so that they are in good working condition. In no case shall the Service Provider use defective or imperfect equipment in the work. The Service Provider shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the site of work and the department shall not be responsible for any loss or damage to any of this equipment during the course of the execution of the work.

22. Sub-Contract

JV or Consortium is allowed.

23. Termination for Default

CRISP may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the Service Provider, terminate the order in whole or in part. If the Service Provider materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by CRISP in writing and fails to remedy its failure within a period of seven days after receipt of default notice from CRISP and if the project is not carried out according to specification due to deficiency in service as per terms of the contract. In such case CRISP will invoke the amount held back from the Service Provider as PBG.

24. Bankruptcy:

If the Service Provider becomes bankrupt or have a receiving order made against him or compound with his creditors or being a corporation commence to be wound up, not being a voluntary winding up for the purpose only of amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, CRISP shall be at liberty to terminate the engagement forthwith without any notice in writing to the Service Provider or to the liquidator or receiver or to any person in whom the Service Provider may become vested and without any compensation to give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement.

25. Force Majeure

It is hereby defined as any cause, which is beyond the control of the Service Provider or CRISP as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as

- War, Hostilities or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy and civil war.
- Rebellion, revolution, insurrection, mutiny, usurpation of civil or military, government, conspiracy, riot, civil commotion and terrorist attack.
- Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de facto authority or ruler, or any other act or failure to act of any local state or national government authority
- Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage of power supply epidemics, quarantine and pandemic.
- Earthquake, landslide, volcanic activity, fire flood or inundation, tidal wave, typhoon or cyclone, hurricane, nuclear and pressure waves or other natural or physical disaster

If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within seven working days after the occurrence of such event. The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the

relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered or delayed.

The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upto its or their performance of the Contract and to fulfil its or their obligation under the Contract but without prejudice to either party's right to terminate the Contract.

No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall

- i. Constitute a default or breach of the contract.
- ii. Give rise to any claim for damages or additional cost or expense occurred by the delay or nonperformance If, and to the extent, that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

26. Performance Bank Guarantee (PBG)

As a guarantee for timely delivery of service as well as quality performance of the job, as mentioned in Scope of Work, from the date of final acceptance of job and pertaining to proper execution of job. The bidder will have to submit Rs. 5,00,000/- (Rupees Five lakh only) as security in the form of Performance Bank Guarantee from any nationalized/scheduled commercial bank valid for 180 days beyond the final completion period. PBG to be submitted within 15 days from the date of issuance of order. On receipt of PBG, the EMD will be returned to the successful bidder without any interest.

27. No waiver of Rights

The inspection by CRISP or any of their agents nor any order by CRISP for payment of money or any payment for or acceptance of the whole or any part of the works by CRISP nor any extension of time, nor any possession taken by CRISP shall operate as a waiver of any provision of the contract or of any power reserved to CRISP, or any right to damages here in provided, nor shall any waiver of any breach in the contract be held to be a waiver of any other subsequent breach.

28. Grafts, Commissions, Gifts, etc.

It is the Purchaser's policy to require that bidders, suppliers, Service Provider and consultants under contracts observe the highest standard of ethics during the execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the Service Provider or his partner, agent,

officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with CRISP shall in addition to any criminal liability which it may incur, subject the Service Provider to the cancellation of this and all other contracts and also to payment of any loss or damage to CRISP resulting from any cancellation. CRISP shall then be entitled to deduct the amount payable from any monies otherwise due to the SP under contract.

29. Enforcement of Terms

The failure of either party to enforce at any time any of the provision of this contract or any rights in respect thereto or to exercise any option herein provided shall in no way be construed to be a waiver to such provisions, rights or options or in any way to affect the validity of the contract. Failure to exercise by either party of any of its rights herein shall not preclude or prejudice either party from exercising the same or any other right it may have hereunder.

30. Period of Validity of Offer

For the purpose of placing the order, the proposals shall remain valid till 180 days. During the period of validity of proposals, the rates quoted shall not change. In exceptional circumstances, CRISP may ask for an extension of the period of validity and such a request shall be binding on Bidders. CRISP's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.

31. Taxes & Duties

- The prices shall be inclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid.
- Contract Price specified in Price Bid should be based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission. Any subsequent change in the taxes & duties will be duly compensated for or adjusted from the date of such change.

32. Discrepancies in Bid

- Discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder should be taken as correct.
- Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate then the unit rate should

be regarded as firm.

- Discrepancy in totaling or carry forward in the amount quoted by the bidders should be corrected

33. Bid Due Date

The tender shall be submitted not later than the due date and time specified in the Important Dates Sheet / Date and Time Schedule.

34. Late Bid

Any proposal received after the deadline for submission of proposals shall not be accepted.

35. Contacting CRISP

The bidder shall not approach CRISP officers beyond office hours and/or outside CRISP office premises from the time of the Bid opening to the time of finalization of successful bidder. Any effort by the bidder to influence CRISP office in the decision on Bid evaluation, bid comparison or finalization may result in rejection of the Bidder's offer. If the bidder wishes to bring additional information to the notice of CRISP, it should be in writing following the procedure mentioned herein above.

36. CRISP's Right to Reject

CRISP reserves the right to reject any bid without providing any reason and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

37. Bid Currencies

Prices should be quoted in Indian National Rupees (INR), inclusive of all prevailing taxes, levies, duties, cess etc. The taxes, duties, cess, levy etc. shall be indicated separately in percentage terms.

38. Price

- Price should be quoted in the Financial Bid format only. No deviation in any form in the Financial Bid is acceptable.
- The percentage / specified number of taxes & duties should be clearly mentioned otherwise CRISP reserves the right to reject such vague offer.
- Price to be quoted inclusive of all charges.
- Conditional Offers are liable to be rejected at the sole discretion of the Bid Inviting Authority.

39. Non-Transferability of Tender

This tender document is not transferable.

40. Formats and Signing of Bid

The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory (ies) on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal.

All pages of the proposal, except for un-amended printed literature, shall be initialed by the person or persons signing the proposal. The proposal shall contain no interlineations, erases or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initiated with date by the authorized signatory after striking out the original words/figures completely.

41. Withdrawal of Bid

Bid cannot be withdrawn during the interval between their submission and expiry of Bid's validity period. Fresh Bid may be called from eligible vendors for any additional item(s) of work not mentioned herein, if so required.

42. Interpretation of documents

If any bidder should find discrepancies or omission in the specification or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction/clarification or interpretation.

43. Preparation for Tender

Tender should be submitted in accordance with the following instructions:

- Tenders should be submitted in the prescribed forms. Digital signatures should be used.
- Where there is conflict between the words and the figures, the words shall prevail.
- All notations must be in ink or type written. No erasing or overwriting will be permitted.
- Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialed in ink by the person or person signing the tender.
- Tender bids should be submitted as per the time schedule given.

- Tender bids made subject to any conditions or stipulations of the bidder are liable to be rejected.
- Each and every page of the tender document must be signed with the company seal by the bidder.
- Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

44. Clarification of Bid

During evaluation of the bids, the CRISP / Tender Committee, at its discretion may ask the bidder for clarification of its bid. The request for clarification and the response should be in writing. No change in the quoted bid price is permitted.

45. Compliance with Law

The selected vendor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of Licenses, permits certificates and payment of taxes where required.

The SP shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

46. Erasures or Alternations

The offers with overwriting and erasures may make the tender liable for rejection if each of such overwriting / erasures / manuscript is not duly signed by the authorized signatory of the bidder

There should be no handwritten material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable.

The bid inviting authority may treat offers not adhering to these guidelines as unacceptable. The authority may, at its discretion, waive any minor non- conformity or any minor irregularity in the offer. This shall be binding on all bidders and the Tender Committee reserves the right for such waivers.

47. Quality Control

- The Service provider is obliged to work closely with CRISP (TD) personnel, act within its authority and abide by directive issued by the authorized officers on implementation activities.
- The Service provider will abide by the safety measures and free CRISP from all demands or responsibilities arising from accident/loss of life, the cause of which is due to their negligence. The bidder will pay all indemnities arising from such incidents and will not hold CRISP responsible.
- The Service provider will treat as confidential all data and information about the system, obtained in the execution of its responsibilities in strict confidence and will not reveal such information to any party without the prior written approval of the CRISP.
- CRISP reserves the right to inspect all phases of the Service provider's operation to ensure conformity to the specifications. CRISP shall also have engineers, inspectors or other duly authorized representatives made known to the Service provider, present during the progress of the work and such representatives shall have free access to the work at all times. The presence or absence of representatives of CRISP does not relieve the Service provider of the responsibility for quality control in all phases.
- The Courts of Bhopal, Madhya Pradesh only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

48. General Terms

- (i) All the pages of the bid document including documents submitted therein must be duly signed and stamped by the authorized person of the bidder, failing which the offer shall be liable to be rejected.
- (ii) All the documents to be submitted by the bidder along with their offer should be duly authenticated by the authorized person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and CRISP reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
- (iii) No Technical / Commercial clarification will be provided after the opening of the tender.
- (iv) Overwriting and erasures may make the tender liable for

rejection if each of such overwriting/erasure is not duly signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.

- (v) The quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. CRISP reserves the right to increase or decrease the quantity specified in the tender.
- (vi) CRISP reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised with regard to the right of the buyer in any court of law or elsewhere.
- (vii) CRISP reserves the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- (viii) The accepted basic price will remain unchanged during the term of the contract.
- (ix) The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.
- (x) The bidder may remain present at the time of opening of the Tender. The authority will not be answerable for any query(ies) of any bidder who remains absent at that time.
- (xi) CRISP at its discretion may extend the deadline for submission of bids.
- (xii) The Court of Bhopal, Madhya Pradesh only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

SECTION –E

TECHNICAL EVALUATION & AWARDING OF CONTRACT

1. PRE- QUALIFICATION AND TECHNICAL EVALUATION PROCEDURE

Pre-Qualification Eligibility

The Tender Committee will evaluate the eligibility criteria and those qualified will be considered for further evaluation.

Technical Eligibility

The Tender Committee shall verify the technical bids and will evaluate the technical bid as per the following evaluation marking system:

S. No	Evaluation Criteria	Evaluation parameter	Required documents	Maximum Points
1	Annual Turnover	<p>Bidders' average annual turnover from the Card manufacturing / card supply & sale business in the last three (3) Financial years (Financial Year 2022-23, 2023-24 and 2024-25)</p> <ul style="list-style-type: none">• More than Rs. 3 Cr. = 15 Marks• => 3 Crore = 10 marks	<p>Audited financial statements for the last three financial years.</p> <p>Certificate from the Statutory Auditor / Chartered accountant.</p> <p>In case audited annual accounts for FY 2024-25 is not finalized, provisional unaudited annual accounts can be provided along with a Certificate from Chartered accountant</p>	15

2	The bidder should have supplied minimum 10 lac Smart / PVC Cards to any 2 State Government Department / State Undertaking / PSU in India in last 3 years.	<p>Supply of Smart /PVC Cards to any State Government Department / State Undertaking or PSU</p> <ul style="list-style-type: none"> • Supply of more than 25 lacs Smart Cards = 30 marks • Supply of 15 – 25 lacs Smart Cards = 25 marks • Supply of 10 – 15 lacs Smart Cards = 20 marks 	<p>Copy of work order / completion certificates from the client.</p> <p>In case of ongoing / continuing project, copy of Work Order / Purchase Order & delivery invoices clearly specifying the quantity supplied till 31st March 2025 along with self-certification must be submitted</p>	30
3	Employee Strength	<p>Bidder shall have the employees on payroll</p> <ul style="list-style-type: none"> • More than 50 employees = 15 marks • 50 employees = 10 marks 	<p>A self-declaration signed by the director / promoter of the Company & latest Provident Fund challan must be submitted along with the bid</p>	15
4	Either having own Smart Card manufacturing facility in India OR must be a OEM authorised card supplier	<p>Bidder having own Smart Card manufacturing facility in India / Their Authorised Supplier operating for last 03 years</p> <ul style="list-style-type: none"> • Operations / EOM Supplier for more than 3 years = 20 marks • Operations for at least 3 years = 10 marks 	<p>Manufacturing Unit Details / OEM Authorisation letter</p>	20

5	Approach Methodology and Technical Presentation	Bidders' understanding of the Project will be Evaluated through presentation Bidder should submit the Following, <ul style="list-style-type: none"> • Bidders approach and methodology • Bidders capability • Project Deployment Plan 	Technical Presentation containing bidders' approach, capability & plan of implementation must be submitted along with the bid	20
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Note:

- The Bidder would be required to obtain a minimum of 60 marks as per the above matrix & qualify as technically suitable for the said project and be eligible for the next round i.e. price proposal under this tender.
- Notwithstanding anything stated herein, CRISP reserves the right to accept full or part of the Bid or reject any Bid and to cancel / annul the bidding process and reject all Bids at any time before the award of the Contract, without assigning any reason and there by without incurring any liability to the affected Bidder
- All claims must be supported by relevant documents / certificates

2. FINAL EVALUATION & AWARDING OF CONTRACT

The Financial proposals of the bidder whose technical proposals are accepted, would be evaluated as follows:

CRISP will determine whether the Financial Proposals are complete, i.e.

- Whether the Bidder has included all components as per the tender document.
- The financial proposal shall have every item responded to with clarity and to the point.
- Financial proposal shall be compared for the complete scope of work as per the Financial Proposal Schedule inclusive of all taxes and duties.
- The price schedule shall also have the Unit Price Break-ups.

SECTION -F

BID FORM

(Bidders are requested to furnish the Bid Form in the Format given in this section, filling the entire Blank and to be submitted on their Official Letter Head)

**To,
CRISP**

Sub: Supply of Chip Based PVC Smart Cards for the CRISP

Dear Sirs,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no...dated do hereby propose to execute the job as per specification as set forth in your Bid documents.
2. The price quoted are firm during the entire period of execution irrespective of date of completion and not subject to any price adjustment as per in line with the Bid documents. The price and others terms & conditions will remain valid for a period of 180 (One hundred eighty) days from the date of price bid opening and it shall remain binding upon us for acceptance at any time before the expiry of the period. We further declare those prices quoted in our proposal are in accordance with Bid document.
3. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipments and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
4. Earnest Money Deposit: We have enclosed the EMD remittance details for a sum of Rs. 500,000/- (Rupees five lakh only).
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.

6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equal to Rs. 5,00,000/- (Rupees Five lakh only) which shall remain valid for the entire duration of the contract and for 180 days after the end/termination of the contract.
8. We agree that CRISP reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and their decision on the subject will be final and binding on us.

Dated, this .. day of2025

Signature Name in full

Designation

Signature Verified by
Head of Institution with name &
designation
Full Signature & Stamp

The proposal should contain scanned copies of the required documents in two covers (folders) Technical & Financial.

Specification of Card:

	Requirements	Qty	Specification (Quoted / Applicable -By the bidder)	Complied
				(Yes/ No)
	Chip Based PVC Smart Cards	As per the requirement of the CRISP		

Authorized Signatory

(Signature In full): Name

and designation of

Signatory Stamp of the

Company

SECTION- G

TECHNICAL CAPABILITY OF BIDDER

SI. No.	Project Name	Start Date	End Date / Status	Brief description of project work	Type of project	Approx value of the project	Contact details of the Customer

Authorized Signatory (Signature In full):

Name and designation

of Signatory Stamp of

the Company

SECTION - H

FINANCIAL CAPABILITY OF BIDDER FINANCIAL INFORMATION

Sl no	Name of the Bidder	Turnover (in Rs)		
		2022 – 23	2023-24	2024-25
Sl no	Name of the Bidder	Positive net worth & profit		
		2022 – 23	2023-24	2024-25

Authorized Signatory (Signature In full):

Name and designation of Signatory

Stamp of the Company

Note:

Submit the Audited Accounts and necessary Auditor Certificate

SECTION – I

BIDDER'S DETAIL

1	Name of the Firm	
2	Registered Office Address Contact Number Fax NumberE-mail	
3	Correspondence / Contact address Name & Designation of Contact person Address Contact Number E-mail	
4	Is the firm a registered company? If yes, submit documentary proof Year and Place of the establishment of the company	
5	Former name of the company, if any	
6	Is the <ul style="list-style-type: none">▪ Propriety firms▪ Partnership firm (if yes, give partnership deed▪ Limited company or limited corporation▪ Member of a group of companies, (if yes, give name, address and description of other companies▪ Consortium of legal Partners, provide the JV Agreement with partner company details of Leading Agency along with the other consortium Partner Agencies.▪	
7	Is the firm registered under Goods & Service Tax department? If yes, submit valid GST Registration certificate	

8	Is the firm registered for VAT & Service Tax with Central Excise Department (VAT & Service Tax Cell)? If yes, submit valid Service Tax registration certificate.	
9	Total number of employees. Attach the organizational chart showing the structure of the organization	
10	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
11	How many years has your organization been in business under your present name? What were your fields when you established your organization	
12	What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary) <ul style="list-style-type: none"> ▪ Manufacturer ▪ Authorized Supplier 	
13	Number of Offices in district headquarters in Madhya Pradesh, if any	
14	The Bidder should be ISO 27701 Privacy information Management System (PIMS) complied company.	
15	List of major clients with whom your organization has been/ is currently associated	
16	Have you any capacity not completed any work awarded to you? (If so, give the name of project and reason for non completion of work)	
17	Have you ever been denied tendering facilities by any Government/ Department/ PSU? (If yes, give details)	

Authorized Signatory

(Signature In full): Name and

designation of Signatory

Stamp of the Company

SECTION –J

LIST OF CLIENTS OF ITES PROJECTS

No.	Name of the Client	Address	Person	Designation	Numbers

Authorized Signatory

(Signature In full): Name and

designation of Signatory

Stamp of the Company

SECTION – K

PROFORMA FOR PERFORMANCE BANK GUARANTEE

(On non-judicial stamp paper of appropriate value to be purchased in the name of executing Bank)

PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT -CUM- PRFORMANCE GUARANTEE

Tender Ref:

Bank Guarantee no –

Bank Name-

Name of branch

Date-

- i. KNOW ALL MEN BY THESE PRESENTS that in consideration of CRISP (hereinafter called "The Purchaser") having agreed to accept from (hereinafter called "The SP") Having its Head Office at____, a Bank guarantee for Rs..... in lieu of Cash Security Deposit for the due fulfillment by the SP of the terms & conditions of the Work Order No..... dated____ issued by the Purchaser, for ... (hereinafter called "the said work order, dated ...),we (name, address, branch code of the branch, hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs..... (Rupees.....) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the SP of any of the terms and conditions contained in the said Work Order No. dated. of which breach the opinion of the Purchaser shall be final and conclusive
- ii. AND WE,DO HEREBY Guarantee and undertake to pay forthwith on demand to the Purchaser such sum not exceeding the said sum of..... Rupees only as may be specified in such demand, in the event of the SP failing or neglecting to execute fully efficiently and satisfactorily the order forWork Order no..... dated.....
- iii. WE,... further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said Work Order No.dated... including the warranty obligations and that it shall

continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No..... dated..... have been fully paid and its claims satisfied or is charged or till the Purchaser or its authorized representative certified that the terms and conditions of the said Work Order No. dated have been fully and properly carried out by the said SP and accordingly discharged the guarantee

- iv. We _____ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the SP for further period of periods from time to time beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.
- v. The liability under the Guarantee is restricted to Rs. _____ (Rupees -----) only and will expire on and unless a claim in writing is presented to us or an action or suit to enforce the claim is filed against us within 6 months from all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)
- vi. The Guarantee herein contained shall not be determined or affected by liquidation or winding up or insolvency or closer of the SP.
- vii. The executants has the power to issue this guarantee on behalf of Guarantor and holds full and valid power of Attorney granted in his favour by the Guarantor authorizing him to execute the Guarantee.
- viii. Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. (Rupees) only and our guarantee shall remain in force up to __ and unless a demand or claim under the guarantee is made on us in writing on or before _____ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under

WE, lastly undertake not to revoke this guarantee during the currency except with the previous consent of the Purchaser in writing. In witness whereof we have set and subscribed our hand on this day of2025.

SIGNED, SEALED AND DELIVERED

(Stamp of the executants)

Witness

1)

2)

SECTION – L

NIT DECLARATION

(Bidders are requested to furnish the Format given in this section, filling the entire Blank and to be submitted on Bidder's Letter Head)

To
CRISP

.....
Subject: Manufacturing, supply and fulfillment of all services of Chip Based PVC Smart Cards at the centralized unit for CRISP.

Dear Sir / Madam,
We the undersigned bidder/(s) declare that we have read and examined in details the specifications and other documents of the subject tender no. dated..... for Supply of Smart Card for CRISP from a centralized unit published by CRISP.

We further declare that we have agreed and accepted all the clauses / sub- clauses / formats / terms & conditions other requirements related to the said tender and we will abide by the same as mentioned in the tender document while participating and executing the said tender.

Thanking you,

we remain,

Yours

faithfully,

Authorized Signatory

(Signature In full): Name and

designation of Signatory

Stamp of the

Company Dated.....2025

Item Rate BOQ

(This BOQ template must not be modified/ replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Name of Work: setting up required integrated infrastructure & deployment of trained work force for manufacturing / supply and fulfillment of all services of Smart Card for CRISP.

Bidder Name:

PRICE SCHEDULE (No price to be mentioned here, price to be mentioned in BOQ only under Financial Cover)

Number	Text	Number	Number	Number	Number
Sl No.	Item Description	Tentative Quantity	Basic Rate (in figure)	GST %	Total amount with GST
1	Supply of Smart Card and fulfillment all services	1,25,000 cards	Per Card		
Total in figures					

Note: Quantity shown are approximated, quantity can be increased or decreased as per project requirement.

(NO PRICE IS TO BE MENTIONED IN THE TECHNICAL BID)

Authorized Signatory

(Signature In full Name and

designation of Signatory

Stamp of the

Company

Dated.....2025