



REQUEST OF PROPOSAL (RFP)
for
**EMPANELMENT OF AGENCIES FOR AI/ML-BASED
DIGITAL PLATFORM AS A SERVICE**

for

**TRANSLATION AND VOICE LOCALISATION FOR
MEDIA-RELATED ACTIVITIES**

***(TEXT TO TEXT, SPEECH TO TEXT, TEXT TO SPEECH,
SPEECH TO SPEECH, AND AUDIO LOCALIZATION)***



May 22, 2023

Central Bureau of Communication, Soochna Bhawan, CGO Complex, Lodhi Road, New Delhi

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A. Text of Advertisement

Central Bureau of Communication
Ministry of Information & Broadcasting
Soochna Bhawan, CGO Complex, Lodhi Road, New Delhi - 110003

The Central Bureau of Communication(CBC) invites bids for empanelment of agencies for Artificial Intelligence/Machine Learning (AI/ML) based digital platform as service for translation and voice localisation for media-related activities (text to text, speech to text, text to speech, speech to speech, and audio localization).


The RFP Document containing the details of qualification criteria, submission requirement, brief objective & scope of work and evaluation criteria etc. can be downloaded from the website <https://www.davp.nic.in/>

Further details, if any, may be obtained from Mr. Sreerag M, Deputy Director, Central Bureau of Communication, Soochna Bhawan, CGO Complex, Lodhi Road, New Delhi - 110003 during working hours or at the email: digitalmediabc@gmail.com

The last date for submission of RFP is **13.06.2023**

Who can submit Proposals: Only Agencies/Firms/Organizations fulfilling the mandatory eligibility requirements mentioned at Section "4" can submit Proposals.

Note: Only individual bids are invited; Joint Ventures (JV) or Consortiums are not allowed and would be considered invalid.


22/05/23

Sreerag M
Deputy Director
Central Bureau of Communication

Note: All the terms and conditions mentioned in the tender application are binding on Bidders. CBC or any of its designates reserves the right to cancel this RFP and/or invite a fresh RFP with or without amendments, without liability or any obligation for such RFP, and without assigning any reason. Information provided at this stage is indicative and CBC reserves the right to amend/add further details in the RFP.

B. Request for Proposal

Central Bureau of Communication
Ministry of Information & Broadcasting
Soochna Bhawan, CGO Complex, Lodhi Road, New Delhi – 110003

The Central Bureau of Communication (CBC) invites bids for empanelment of agencies for Artificial Intelligence/Machine Learning (AI/ML) based digital platform as service for translation and voice localisation for media-related activities (text to text, speech to text, text to speech, speech to speech, and audio localization) to support the bureau and its client with technology-based solution for all their translation needs. Bidders/Agencies are advised to study this RFP document carefully before submitting their proposals in response to the Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications.

The complete bidding document has been published on <https://www.davp.nic.in/> for the purpose of downloading.

The Technical Bid and Financial Bid should be submitted in separate sealed envelopes clearly mentioning the title, RFP number and Date of Opening of the bids.

The Technical Bid should also be submitted in soft copy in the form of Pen Drive / DVD.

EMD as well as the eligibility documents must be submitted in a separate envelope.

All the above envelopes should be placed in another sealed envelope super scribed with the title, RFP number and due date.

All the terms and conditions mentioned in the tender application are binding on Bidders.

For any queries, please write to us on email id: - digitalmediacbc@gmail.com


22/05/23

Sreerag M

Deputy Director

Central Bureau of Communication

Place: New Delhi

Date: 22.05.2023

C. Fact Sheet

S. No	Particular	Description
1.	Nature of work	AI/ML-based digital platform as service for translation and voice localisation for media-related activities (text to text, speech to text, text to speech, speech to speech, and audio localization)
2.	Proposals invited by	Principal Director General, Central Bureau of Communication, Ministry of Information & Broadcasting, Government of India
3.	Publishing Date	22.05.2023
4.	Pre-Bid Meeting	31.05.2023
5.	Bid Submission End Date	13.06.2023
6.	Technical Bid Opening Date	14.06.2023
7.	Technical Presentation	19.06.2023-21.06.2023
8.	Opening of Financial Bid	26.06.2023
9.	Websites for downloading RFP Document Corrigendum, Addendums etc.	https://www.davp.nic.in/
10.	Cost of RFP document	NIL
11.	Earnest Money Deposit (EMD)	Rs 10,00,000/- (Rupees Ten Lakh Only) (exempted for MSEs – Section 3.8)
12.	Validity of Proposal	Proposals must remain valid for 12 months from the day of opening the proposal
13.	Performance Guarantee Value	Same as the EMD amount
14.	Performance Guarantee validity period	60 days beyond date of completion of all contractual obligations.
15.	Method of Empanelment	L1 rate empanelment for technically qualified bidders
16.	Postal address for sending the Bids	Room No. 158, First Floor, Soochna Bhawan, CGO Complex, New Delhi-110003
17.	Contact Details	Sreerag M, Deputy Director Central Bureau of Communication Soochna Bhawan, New Delhi Ph. No. –011-24369598 email id: - digitalmediacbc@gmail.com

Notes:

1. Central Bureau of Communication reserves the right to change any schedule of bidding process.
2. The mode of submission of bid is offline. Physical Submission is required before the due dates.
3. Anyfuture corrigendum/Information shall be posted only on the website <https://www.davp.nic.in/>

1. Introduction

1.1 Background and Context: -

India writes in many languages and speaks even more voices. As of today, the Indian constitution recognizes 22 major languages of India in what is known as “the 8th Schedule” of the Constitution. They also happen to be the major literary languages in India, with a considerable volume of writing in them. With so many languages in the country, communicating the correct message is often challenging and time-taking, especially for official government communication.

The Central Bureau of Communication aims at providing 360 degrees communication solutions to Ministries/Departments/ Public Sector Undertakings (PSUs)/autonomous bodies (Clients). It acts as an advisory body to the Government on media strategy. The central bureau of communication is engaged in educating people, both rural and urban, about the Government’s policies and programmes to evoke their participation in developmental activities. This is ensured by the Bureau using different vehicles of communication viz. Print Media Advertising, Audio Visual Campaigns, dissemination through Exhibitions, Outdoor Campaigns, and New Media etc.

Various client departments/ministries/PSUs of CBC often need workflow automation and other digital transformation services to reduce lead time, minimize human intervention, and maximise accuracy. The sought services include language localisation, translation, transcription, transliteration, conversion etc, through an online analytical dashboard with desired options for a better user experience. To provide a digital solution, the Central Bureau of Communication intends to empanel agencies that have been implementing/have the capacity to successfully implement AI-ML platform-based products along with real-time dashboards for translation and voice localisation of media-related activities (Text-to-Text, Speech-to-Text, Text-to-Speech, Speech-to-Speech).

1.2 AI/ ML based Translation Services Platform: Specifications

The intended features of the Services must include the following:

- To build a **Artificial Intelligence/Machine Learning AI/ML** platform that is user friendly, allows videos/text uploading and generates translated videos/text which can be downloaded.
- The platform should support both online/offline modes of data and legacy data in various physical or digital media formats.
- The platform should have the capability for **Artificial Intelligence/Machine Learning AI/ML**-based language translation for Indian languages for media-related activities (mentioned below)
- The digital platform should provide a user interface for uploading, downloading, and editing the translated content, and a mechanism for leaving comments/feedback.
- The speech-to-speech translation should synchronize with the original file with time stamping. Subtitles will also be required for video files.

- The platform should provide customization options for audio and video output in terms of voice gender, pace, and pitch.
- The proposed platform should be capable to support various content formats like Text, Audio Visuals, Audio, and Picture in the respective formats.
- The platform should be able to provide configurable services supported by **Language Translators (LTs)** trained to check and rectify the AI/ML-based translation in the stipulated time.
- The platform should allow arranging video conferencing with the LTs as and when required.
- The platform must be secure and scalable.
- The platform must provide translated content within the stipulated time frame and should have undergone domain-specific training for maximum accuracy implementation.

Once the agencies are empanelled, they will be required to implement the services with support from their dedicated LTs to meet the requirements of the client(s)/CBC. The broad list of activities in this regard is given below:

1. Understanding the client requirements and facility of individual **auto-ticketing** of language-wise and service-wise translation requests of the same input.
2. Providing error-free output within the stipulated timeframe after vetting from LTs at all stages mentioned in the flow chart in the scope of work.
3. Take feedback from the client from platform itself and make necessary changes.
4. Ensuring the proper functioning of the platform's client interface and dashboard, and providing technical support for the same
5. Managing and generating various reports and feedback

2. Scope of Work: -

The scope of work of the empanelled agency will include the data management and integrated working of the entire system. The domain-wise details of these are given below:

2.1. Scope of Work for Translation/Voice Localization

The broad scope of work includes developing a platform that uses **Artificial Intelligence/Machine Learning AI/ML** algorithm for Translation/ Voice Localization in various India languages. The Artificial Intelligence/Machine Learning (AI/ML)-based conversion (Translation, Transcription, Transliteration, Dubbing/ Voice-over) of promotional multimedia content i.e., Text / AV content prepared/ produced by the Media Units of the Ministry of Information & Broadcasting or other Ministries and Departments of Government of India in respect of Govt. Policies/ Press Release / Advertisement / Radio-TV spots/ etc. or similar related works are as under:

Required Service	Examples of few use cases*
Text-to-Text Services	Press Releases, Articles, Publications, Books in Indian Languages
Speech-to-Text or Text-to-Speech	Subtitles of the video, Radio Jingles, Audio Spots in Indian languages, Press Releases
Speech-to-Speech	Video translation with timestamp, Production of short videos/documentaries in Indian languages
Audio Localization	Audio in one to other languages, Audio Jingles, Short radio programs, Podcast

*These are a few examples. The actual work may vary as per need of CBC or client ministries/departments.

2.2 Key Deliverable with Timeline

- a) Delivery of the final curated and verified file(s) in Timed Text/ SRT files/ Audio Files/ Video Files of desired quality, based on the quality of the source content. The source content will be provided by the client(s)/CBC.
- b) The translated output of audio/video content should be timestamped to synchronize with the original audio/video. Subtitles are desired in speech-to-speech translation.
- c) Based on the requisitioned service(s) and source file(s) provided by the client(s)/CBC, the successful bidder must deliver the following:

Type of Service	Input Limit	Sample Input	Expected timeline for output in one or up to 11 languages (After LT vetting with 99% accuracy)
Text-to-Text	Up to 1000 words	Press Release/Any other text file	2 hours
	Above 1000 words	Article/Any other text file	24 hours
	Up to 60,000 words	Book/Publication/Any other text file	7 Days (With original formatting)
	Up to 18,000 words	Booklets/Any other text file	3 Days (With original Formatting)
Speech-to-Text	Up to 15 Mins	Any audio file up to 15 mins	3 hours
	More than 15 Mins	Any Audio file more than 15 mins	6 hours
Text-to-Speech	Up to 250 words	Radio Jingles/Any other text for audio conversion	2 hours
	Up to 1000 words	Press Release/Any other text for audio conversion	3 hours
Speech-to-Speech	Up to 5 mins	Any video file up to 5 mins	3 hours
	5 mins to 15 mins	Any video file	6 Hours
Audio Localization	Up to 15 mins	Any audio file up to 15 mins	3 hours
	Up to 30 mins	Podcasts/Any other audio up to 30 mins	6 hours

*Please note that the expected timeline or stipulated time is for the parallel translation from one language to any combination of up to 11 languages with the expected 99% accuracy.

* The platform is expected to individually auto-ticket language-wise translation requests of the same input.

*The timeline will be counted after the content is provided on the digital platform.

* The video or text that has been translated should be available on the platform for a max of one year (365 days).

* The resolution of the video may be required to be upgraded for appropriate consumption.

d) The expected processing of data on a day will include the following and the agency must have manpower resources to fulfil this demand within the stipulated time as mentioned in 2.2 (c) with at least 99% accuracy:

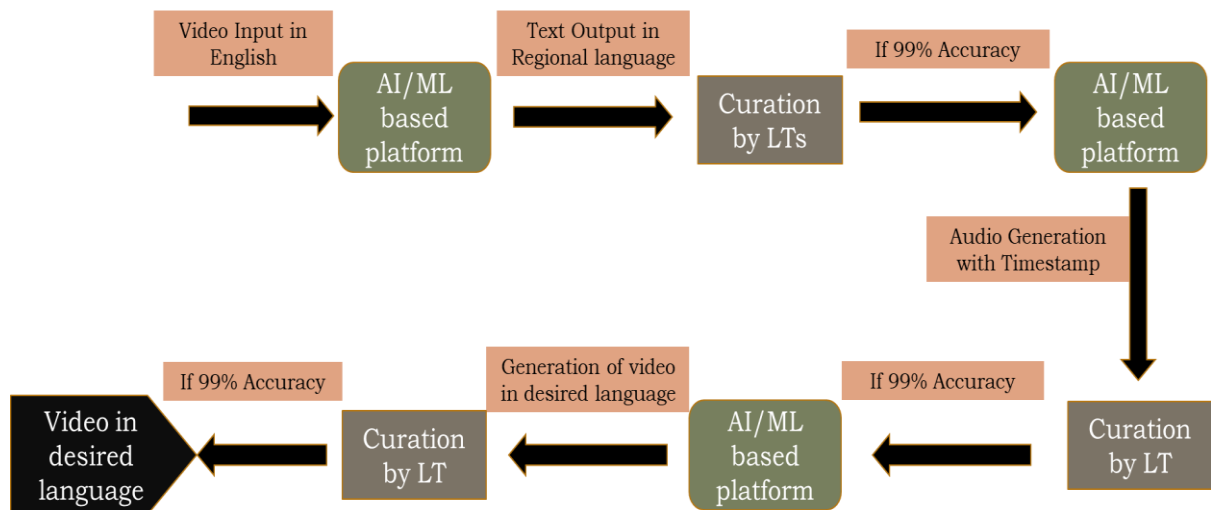
Type of Input	Minimum expected capacity of handling work per day (in numbers)
Press Release	50
Periodical/Booklet (18000 words)	2
Books (Around 60,000 words)	2 per week
Articles	10

Audio file (Speech-to-Speech & Speech-to-Text)	10
Radio Jingles (Text-to-Speech)	10
Video-to-Video (up to 5 mins)	10
Video-to-Video (30 mins or more)	2
Podcast up to 30 mins (Speech-to-Speech)	2

2.3 Essential Language Capabilities under scope

- The agency should have existing/current capabilities of translation of content into at least 11 languages:
 - Assamese
 - Bangla
 - Gujarati
 - Kannada
 - Malayalam
 - Marathi
 - Hindi
 - Oriya
 - Punjabi
 - Telugu
 - Tamil
- There should be a provision for adding any Indian language on need basis.
- The LTs should be provided for every language (separate resources for every language), and they should be efficient enough to provide error-free output and have at least 5-years of relevant work-experience. (A minimum of 11 LTs of 11 proposed languages)

2.4 Sample workflow: Speech-to-Speech



2.5 Standard Errors

The following errors will be followed and adhered to during the translation/localization process:

Criteria Group	Category
Supers/Labels errors	Special characters should not be broken.
Language Errors	No Grammatical mistakes .
Language Errors	No Spelling Mistakes.
Language Errors	No incomplete Translation. No input content should be missed and translated content should not have any input language words.
Language Errors	Translation should not be meaningless.
Contextual Errors	Right words should be used as per the context of the area
Contextual Errors	Translation should convey the contextual understanding of original content.
Formatting Errors (For scripts)	Text should be displayed similar to original language with same line breaks, spacing as in original content.
Formatting Errors	No original content symbols and special characters should be dropped during translation.

2.6 Specification of the Digital Platform

1. The platform must have the ability to input raw data at scale and process the data via developed AI/ML models and algorithms into meaningful insights facilitated via an analytics dashboard interface.
2. The platform should have capabilities to translate, transcribe, transliterate, and localize content in at least 11 Indian languages - Hindi, Bangla, Tamil, Telugu, Marathi, Gujarati, Kannada, Malayalam, Oriya, Punjabi, and Assamese.
3. The platform should provide an analytical dashboard with an easy user interface with at least below options:
 - a. Option to upload the input file (Text/Audio/Video)
 - b. Option to choose the desired service and provide instructions.
 - c. Option to set the desired timeline.
 - d. Option to download the translated and curated content.
 - e. Option of Video Conferencing with the LTs
 - f. Customization options for machine-generated voice (Gender, Pace, and Pitch)
4. The platform should be secure to handle confidential data.
5. The platform should individually ticket different requests and show the status.
6. Models should have high accuracy and precision.
7. Dashboard should reflect trends on real-time, weekly, monthly etc.
8. Role based User Management. For example, Super Admin, Data upload role, Data publish role, Data administrator role etc.

9. The managed service must be protected by an in-line intrusion detection service, or a web application firewall installed on all external-facing servers.
10. A platform with high data security and privacy standards.
11. Management of servers, GPUs, instances, on-premises integrations, and other necessary maintenance hardware/ software support.
12. Capability to handle increasing data load.
 - a. Handling spikes in traffic to external -sites due to high usage or login: The Agency will need to have the capacity to scale up and handle periodic spikes in traffic and higher real-time queries.
 - b. Provision of adding multiple people secure logins
13. The vendor shall be responsible to make the UI/Layout of the platform in consultation with CBC/client.

2.7 File Support

The platform is expected to support the following input file types:

Text	DOC*, DOCX*, TXT, PDF*, XLS, XLSX, SRT
Audio	MP3*, WAV*, AAC
Video	MP4*, MKV*, WMV, MOV

**These file types are mandatory to support.*

3. Instruction to Bidders: -

3.1 General: -

- 1) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- 2) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment based on this RFP.
- 3) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the CBC. Any notification of preferred Bidder status by the CBC shall not give rise to any enforceable rights by the Bidder. The CBC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the CBC.
- 4) This RFP supersedes and replaces any previous public documentation & communication, and Bidders should place no reliance on such communication.

3.2 Compliant Proposals / Completeness of Response: -

- 1) Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- 2) Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP.
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP.
 - iii. Comply with all requirements as set out within this RFP.

3.3 Code of integrity: -

No official or procuring entity or a bidder shall act in contravention of the codes which includes:

- 1) Prohibition of: -
 - i. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
 - iii. Any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
 - iv. Improper use of information provided by the procuring entity to the bidder with intent to gain unfair advantage in the procurement process or for personal gain.

- v. Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract, which can affect the decision of the procuring entity directly or indirectly.
 - vi. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - vii. Obstruction of any investigation or auditing of a procurement process.
 - viii. Making false declaration or providing false documents for participation in a tender process or to secure a contract.
- 2) Disclosure of conflict of interest.
 - 3) Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub- clause (1) with any entity in any country during the last three years or of being debarred by any other procuring entity. In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

3.4 Pre-bid Meeting: -

- 1) A Pre-Proposals meeting will be scheduled as per the details mentioned in the Fact Sheet of the RFP to clarify doubts of potential proposers in respect of the RFP.
- 2) The Bidders will have to ensure that their queries for pre-bid meeting should reach the point of contact (Nodal Officer) as per Appendix 8 in Annexures in Excel format and in writing by email on or before the date and time mentioned in the fact sheet. Only queries/clarifications submitted in writing will be considered.
- 3) CBC shall not be responsible for ensuring that the Bidders queries have been received by them. Any requests for clarifications post the indicated date and time shall not be entertained by the CBC.

3.5 Responses to Pre-Bid Queries: -

CBC will endeavour to provide timely response to all queries. However, CBC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does CBC undertake to answer all the queries that have been posed by these Bidders.

3.6 Issue of Corrigendum: -

- 1) At any time prior to the last date for receipt of bids, CBC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- 2) The corrigendum (if any) and clarifications to the queries from all Bidders will be posted on the CBC website. All future correspondence/corrigendum shall be published on same website.
- 3) Any such corrigendum shall be deemed to be incorporated into this RFP.
- 4) To provide prospective Bidders reasonable time for taking the corrigendum into account, the CBC may, at its discretion, extend the last date for the receipt of Proposals.

3.7 RFP Document Fees: -

RFP document can be downloaded from <https://www.davp.nic.in/> by the bidders free of cost.

3.8 Earnest Money Deposit (EMD)/ Bid Security: -

- 1) Bidders shall submit Bid Security/ EMD amounting to **Rs. 10,00,000 (Rupees Ten Lakh Only)**, in the form of Demand Draft/Banker's Cheque or Fixed Deposit Receipt or Bank Guarantee acceptable to the Authority, from any of the Scheduled Banks only drawn in favour of "**Pay and Accounts Officer, CBC**" and payable at New Delhi.
- 2) Hard copy of the EMD will have to be submitted directly to the CBC within 5 days of bid opening, failing which the bid will be treated as incomplete & will lead to rejection of the bid by CBC without making any reference to the seller.
- 3) The bid security should be valid for 45 days beyond the bid validity. No interest shall be payable upon the Bid Security / EMD or any other amounts payable by the bidder to the CBC under the Contract.
- 4) EMD EXEMPTION: Agencies that furnish a MSME certificate with their bids shall be exempted from the payment of EMD as per the Public Procurement Policy for Micro and Small Enterprises (MSEs), 2012.
- 5) The bidders seeking exemption of EMD, should submit the proof of exemption of EMD or an Earnest Money Deposit. In the absence of EMD or Proof of Exemption, the tender bid shall be rejected summarily.
- 6) Unsuccessful bidder's EMD will be released within thirty days of award of contract to the successful bidder.
- 7) The successful bidder's EMD will be released upon submission of Performance Bank Guarantee.
- 8) The EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
- 9) Proposals not accompanied with the EMD or containing EMD with infirmity(ies) (relating to the amount or validity period etc.), mentioned above, shall be summarily rejected.
- 10) The EMD may be forfeited in the event of:
 - i. A Bidder withdrawing its bid during the period of bid validity.
 - ii. A successful Bidder fails to sign the subsequent contract in accordance with this RFP.
 - iii. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.
 - iv. A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

3.9 Performance Bank Guarantee: -

- 1) On receipt of a Letter of offer of empanelment from the CBC, the successful Bidders will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) or DD from scheduled bank, for the due performance and fulfilment of the contract by the selected proposer, equivalent to EMD amount, within 15 days from notification of empanelment.

- 2) In case the successful Bidder fails to submit Performance Guarantee within the time stipulated, the CBC may at its sole discretion cancel the letter of intent/work order without giving any notice and encash the EMD furnished by the Bidder, in addition to any other right available to it under this RFP.
- 3) The successful Bidder shall ensure, the Performance Guarantee is valid at all times during the Term of the subsequent contract (including any renewal) and for a period of 60 days beyond all contractual obligations, including warranty terms.
- 4) The CBC may invoke the Performance Guarantee in the event of a material breach by the successful Bidder leading to termination for material breach.

3.10 Submission of Proposals: -

Sealed Bids should be submitted in the address mentioned in the fact sheet at fifth page of this RFP, by hand or by registered post / speed post so as to reach by the due date and time. Tenders received after the due date and time will not be considered. No responsibility will be taken for postal delay or non-delivery / non receipt of Bid documents. Bids sent by FAX or e-mail will not be considered. Only those bids which are submitted to the mentioned address within due date and time will qualify to be opened. The Financial Bid, to be submitted in a separate sealed envelope, should be duly stamped, and signed by the authorized signatory on all the pages. The Financial Bids which are not submitted in a separate sealed envelope or are not stamped and signed by the authorized signatory on all the pages shall be summarily rejected.

- The Technical Bid and Financial Bid should be submitted in separate sealed envelopes clearly mentioning the title, RFP number and Date of Opening of the bids.
- The Technical Bid should also be submitted in soft copy in the form of Pen Drive / DVD.
- EMD as well as the eligibility documents must be submitted in a separate envelope.
- All the above envelopes should be placed in another sealed envelope super scribed with the title, RFP number and due date.

The bidder must ensure that the bid is duly signed by the Authorized Signatory of the bidding firm and duly submitted within the submission timelines. The CBC will in no case be responsible if the bid is not submitted within the specified timelines. All the pages of the Proposal document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.

3.11 Bidder's authorized signatory: -

The Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal (As per Appendix-9 in annexures).

3.12 Proposal preparation costs: -

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence

activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by the CBC to facilitate the evaluation process, and all such activities related to the bid process. The CBC will in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3.13 Language: -

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of Proposal evaluation, the English translation shall govern.

3.14 Venue & Deadline for Submission of Proposals: -

The response to RFPs must be submitted to Mr Sreereg M, Deputy Director at “**Room No. 158, First Floor, Sochna Bhawan, CGO Complex, New Delhi-110003**” by the date and time specified in this RFP. Any proposal submitted on the portal after the above deadline will not be accepted and hence shall be automatically rejected. CBC shall not be responsible for any delay in the submission of the documents.

3.15 Financial Bid: -

- 1) The bidder shall submit their Financial in prescribed format in this RFP (**Appendix 10**) in Annexures. All costs and charges related to the bid shall be expressed in Indian Rupees.
- 2) Services-wise rates shall be quoted for translation for any 1 to other language translation (Defined in the scope of work). These rates will remain same for translation from any 1 to any other of the 11 languages mentioned in the scope of work.
- 3) The Prices quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- 4) The prices quoted by the bidder shall be in sufficient detail to enable the CBC to arrive at the price of the services offered.
- 5) Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purposes. The Bidders should also take into account all levies, freight, insurance etc. The price quoted should be inclusive of all levies, freight, insurance etc. Freight, levies, etc. of any type, indicated separately, will not be taken into account for evaluation purposes.
- 6) All the costs associated with the assignment shall be included in the Financial Proposal. These shall cover remuneration for all the Personnel to be deployed, equipment, overhead charges, training viz. travelling, boarding, and lodging and out of pocket expenses. However, all project related travels and related expenses outside of Delhi, elsewhere in the country will be paid to the Agency on actuals after taking prior approval of the tour from the CBC. The total amount indicated in the Financial Proposal shall be without any condition and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.
- 7) The financial quote should include all remuneration for all the personnel except national and international travel. In case of national and international travel, all the expenses incurred on travelling (including air travel, lodging, food, local conveyance etc.) shall be reimbursed in terms of Government T.A. Rules or CBC, MIB may arrange the same.
- 8) ***The Financial Proposal shall take into account all expenses and tax liabilities including GST. For the avoidance of doubt, it is clarified that all taxes shall be deemed to be included in the***

costs shown under item of the Financial Proposal. Further, all payments shall be subject to deduction of taxes at source as per applicable laws.

3.16 Proposal opening: -

Main conference Hall, 2nd floor, CBC, Sochna Bhawan, Lodhi Road, New Delhi -110003

The Proposals submitted up to the deadlines will be opened at the scheduled time and date as specified in the RFP, by the Nodal Officer or any other officer authorized by the CBC, in the presence of the Bidder's representatives (who may be present at the time of opening).

The representatives of the Bidders are advised to carry an identity card or a letter of authority from the Bidding entity to identify their bona-fides for attending the opening of the Proposal.

The eligible agencies will be decided based on the qualification documents and all the qualified will be allotted time slot on the same day for technical presentation at the same venue. The Bidders will have to come prepared for the technical presentation on the mentioned date. This event will not be postponed due to non-presence of representative of any Bidder.

3.17 Proposal validity: -

The offer submitted by the Bidders should be valid for minimum period of 180 days from the last/end date of bid submission.

#	Requirement	Pre-qualification Criteria	Supporting Documents to be furnished
1	Legal Entity	The Bidder should be registered in India under the Companies Act 2013 / Limited Liability Partnership Act 2008 / Indian Partnership Act with their registered office in India for the last 3 (Three) years as on date of submitting its application	Certificate of Incorporation/ Partnership Deed
2	Turnover	Average of the Turnover in last 3 Financial Years (2019-20, 2020-21, 2021-22) should be at least INR 25 Crores	CA Certificate from Statutory Auditor of the Company
3	Experience	The bidder should have at least two projects in last five years, where: <ul style="list-style-type: none">• One project should be minimum Rs. 5 Crore, and the other project of minimum 1 Crore• At least one project should have been done for Central government or State Government department or PSUs / or CPSEs• In both the projects, the scope of services provided should include either	Work Order/ Completion Certificate/ Client Certificate and citations

		<p>one or combination of: Text-to-Text, Text-to-Speech,Speech-to-Text, Speech-to-Speech, and audio localization (Both audio and video)</p> <ul style="list-style-type: none"> • In any one of the above two projects, the bidder must have provided any of the above services in at least 5 Indian languages. 	
4	Consortium	The Bidder should be single entity. Consortium shall not be allowed	-
5	Blacklisting	The Bidder shall not earlier be blacklisted or under pending litigation/action, suit, proceeding or investigation by any State / UT Government or Central Government / agency(ies) / any Indian tribunal in India from participating in bidding process.	Certificate from the current authorized signatory of the Company/Agency.
6.	Default	In case the entity is a defaulter in paying any dues to any of the Government IPAs, the entity is not eligible for the tender.	Certificate from the current authorized signatory of the Company/Agency.

4. Pre-Qualification / Minimum Eligibility Criteria:

The following will be the minimum qualification criteria. The Bidders who qualify all the following criteria shall only be qualified for submission of this RFP documents/ participation in the bidding process. To be eligible for shortlisting, the agency should possess all the following qualification criteria. Responses not meeting the minimum qualification criteria will be rejected.

5. Bid Evaluation: -

- 1) The CBC shall constitute a **Bid Evaluation Committee (BEC)** to evaluate the responses of the Bidders.
- 2) Initial Proposal scrutiny will be conducted by BEC to confirm that Proposals do not suffer from the infirmities detailed below. Committee will treat the proposals as non-responsive if the Proposal is found to have been:
 - Submitted in manner not conforming with the manner specified in the RFP document.
 - Submitted without appropriate EMD as prescribed herein.
 - Received without the appropriate or valid power of attorney.
 - Containing subjective/incomplete information.
 - Submitted without the documents requested.
 - Non-compliant with any of the clauses stipulated in the RFP.
 - Having lesser than the prescribed validity period.
- 3) The BEC shall evaluate the Technical Bid responses to the RFP and all supporting documents / documentary evidence. Bid without requisite supporting documents / documentary evidence, will lead to the Bidder's Proposal being declared non-responsive.
- 4) All eligible bids will be considered for further evaluation by the Bid Evaluation Committee according to the evaluation process defined in this RFP document.
- 5) The decision of the Bid Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of discussion with the Committee.
- 6) Bid Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- 7) Bid Evaluation Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.
- 8) Each of the responses shall be evaluated as per the criterion and requirements specified in this RFP.
- 9) The Bid Evaluation Committee reserves the right to reject proposal submitted by bidder in case it is found that bidder is blacklisted by Central Govt./ State Govt. / PSUs etc.

5.1 Documents for submission: -

Along with their Technical and Financial response to the RFP, the bidders should submit following documents with their application. Performance against the parameters must be duly supported with self-attested documentary evidence.

The bids not submitted in prescribed formats shall be rejected summarily.

- Covering Letter clearly indicating the name, address, telephone-no, email-id of the agency – **Appendix 1 in Annexures**
- Self-Declaration for not being blacklisted by any Central Govt. or Dept./ State Govt. or Dept./ PSU – **Appendix 2 in Annexures**
- Power of attorney – **Appendix 9 in Annexures**
- Documents related to “Pre-Qualification / Minimum Eligibility Criteria”.

- Details of turnover – In response to Criteria 2 “Turnover “of Minimum Eligibility Criteria **(Appendix 3 in Annexures)**
- Details of Turnover - CA Certificate from Statutory Auditor of the Company
- Affidavit- Cum Declaration (On a stamp paper of Value 100) - **As per Appendix 4 in Annexures**
- Organization Profile - **As per Appendix-5 in Annexures.**
- Certificate of Incorporation/ Partnership Deed
- Details of experience – In response to criteria 3 Minimum Eligibility Criteria **(Appendix 6 in Annexures).**
- Work Order/ Completion Certificate/ Client Certificate and citations of projects as per Pre-Qualification Criteria
- Documents related to “Technical Evaluation”.
 - Details of experience – In response to CriteriaA of Technical Evaluation **(Appendix 7 in Annexures).**
 - Letter of Award /Agreement/Contract/ LOI/Workorder of relevant projects

5.2 Disqualification: -

Even though the Bidder’s may meet the above eligibility criteria, they are subject to be disqualified at any stage, including post award of contract, in case of following circumstances/ conditions:

- 1) The Bidder has made any false representation including in the forms, statements and attachments submitted in proof of the pre-qualification requirements.
- 2) The Bidder has a record of poor performance such as abandoning of any allotted project, inability to complete any allotted project, delay in completion of any allotted project etc.
- 3) The Bidder has been blacklisted by any Government or organizations or its contract with any organization has been terminated for breach of contract.
- 4) An undertaking to this effect is required from the Bidder. If at a later stage it is found that any Bidder has wrongly certified, the bidder shall be liable for action under the applicable laws besides termination of contract.

5.3 Stage 1: Technical Evaluation

Technical Evaluation comprising Paper Based Evaluation (Project Experience) and Technical Capability based Evaluation. CBC will evaluate technical proposal of qualified agencies based on the Technical Bid submitted by the agencies. The agencies who qualify under the minimum eligibility criteria shall make a detailed presentation at CBC Office or any other venue and be scored on the parameters as outlined separately in this document.

#	Evaluation Criteria	Max. Score
A	Project Experience	34
A-1	Experience of providing similar services – Experience in providing AI/ML-based digital platforms as a service for translation and voice localization in the last five years with a project value of at least five crores where the services provided include one or any combination of these services: Text-to-Text, Speech-to-Text, Text-to-Speech, Speech-to-Speech, and Audio Localization	8

	<p>Letter of Award /Agreement/Contract/ LOI/Workorder showing the scope and time period</p> <table border="1"> <thead> <tr> <th>No. of eligible projects</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0</td> </tr> <tr> <td>1</td> <td>5</td> </tr> <tr> <td>>=2</td> <td>8</td> </tr> </tbody> </table>	No. of eligible projects	Score	0	0	1	5	>=2	8			
No. of eligible projects	Score											
0	0											
1	5											
>=2	8											
A-2	<p>Experience in providing AI/ML-based digital platforms as a service for translation and voice localization in the last five years for Central Government or State Government departments or PSUs / PSU affiliated entities/ or CPSEs with a project value of at least five crores where the services provided include one or any combination of these services: Text-to-Text, Speech-to-Text, Text-to-Speech, Speech-to-Speech, and Audio Localization (Completed or Ongoing)</p> <p>Letter of Award /Agreement/Contract/ LOI/Workorder from Central Government or State Government departments or PSUs / PSU affiliated entities/ or CPSEs showing the scope and time period.</p> <table border="1"> <thead> <tr> <th>No. of eligible projects</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0</td> </tr> <tr> <td>1</td> <td>5</td> </tr> <tr> <td>>=2</td> <td>8</td> </tr> </tbody> </table>	No. of eligible projects	Score	0	0	1	5	>=2	8	8		
No. of eligible projects	Score											
0	0											
1	5											
>=2	8											
A-3	<p>The language coverage in the past projects or the number of languages in which translation or localization services were provided.(It will be the sum of unique languages in which the similar services were provided)</p> <p>Letter of Award /Agreement/Contract/ LOI/Workorder showing the language coverage</p> <table border="1"> <thead> <tr> <th>No. of languages</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td><5</td> <td>0</td> </tr> <tr> <td>>=5 and <10</td> <td>5</td> </tr> <tr> <td>>=11</td> <td>8</td> </tr> </tbody> </table>	No. of languages	Score	<5	0	>=5 and <10	5	>=11	8	8		
No. of languages	Score											
<5	0											
>=5 and <10	5											
>=11	8											
A-4	<p>Service Coverage: The types of services successfully provided in the any one of the previous projects, including i. Text-to-Text, ii. Text-to--Speech, iii. Speech-to-Text, iv. Speech-to-Speech (Video), and v. Audio Localization</p> <table border="1"> <thead> <tr> <th>Number of Services</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Less than two services</td> <td>2</td> </tr> <tr> <td>Any combination of at least two services</td> <td>5</td> </tr> <tr> <td>Any combination of at least three services</td> <td>7</td> </tr> <tr> <td>All five services</td> <td>10</td> </tr> </tbody> </table>	Number of Services	Score	Less than two services	2	Any combination of at least two services	5	Any combination of at least three services	7	All five services	10	10
Number of Services	Score											
Less than two services	2											
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All five services	10											

	Letter of Award /Agreement/Contract/ LOI/Workorder showing the scope																																																				
B	Technical Capability - Demonstration	66																																																			
B-1	Demonstration of Text-to-Text Translation	22																																																			
	Within the stipulated timeframe as defined in the scope of work, for a text paragraph of 500 words, number of errors will be calculated in each of the translated versions (11 languages) after curation by the LTs and marking will be done as following: (In 1 -hour time)																																																				
	<table border="1"> <thead> <tr> <th>Translation Language</th> <th>No of errors*</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Hindi</td> <td>Up to 5 errors</td> <td>2</td> </tr> <tr> <td>More than 5 errors</td> <td>0</td> </tr> <tr> <td rowspan="2">Bangla</td> <td>Up to 5 errors</td> <td>2</td> </tr> <tr> <td>More than 5 errors</td> <td>0</td> </tr> <tr> <td rowspan="2">Tamil</td> <td>Up to 5 errors</td> <td>2</td> </tr> <tr> <td>More than 5 errors</td> <td>0</td> </tr> <tr> <td rowspan="2">Telugu</td> <td>Up to 5 errors</td> <td>2</td> </tr> <tr> <td>More than 5 errors</td> <td>0</td> </tr> <tr> <td rowspan="2">Marathi</td> <td>Up to 5 errors</td> <td>2</td> </tr> <tr> <td>More than 5 errors</td> <td>0</td> </tr> <tr> <td rowspan="2">Gujarati</td> <td>Up to 5 errors</td> <td>2</td> </tr> <tr> <td>More than 5 errors</td> <td>0</td> </tr> <tr> <td rowspan="2">Kannada</td> <td>Up to 5 errors</td> <td>2</td> </tr> <tr> <td>More than 5 errors</td> <td>0</td> </tr> <tr> <td rowspan="2">Malayalam</td> <td>Up to 5 errors</td> <td>2</td> </tr> <tr> <td>More than 5 errors</td> <td>0</td> </tr> <tr> <td rowspan="2">Oriya</td> <td>Up to 5 errors</td> <td>2</td> </tr> <tr> <td>More than 5 errors</td> <td>0</td> </tr> <tr> <td>Punjabi</td> <td>Up to 5 errors</td> <td>2</td> </tr> </tbody> </table>		Translation Language	No of errors*	Score	Hindi	Up to 5 errors	2	More than 5 errors	0	Bangla	Up to 5 errors	2	More than 5 errors	0	Tamil	Up to 5 errors	2	More than 5 errors	0	Telugu	Up to 5 errors	2	More than 5 errors	0	Marathi	Up to 5 errors	2	More than 5 errors	0	Gujarati	Up to 5 errors	2	More than 5 errors	0	Kannada	Up to 5 errors	2	More than 5 errors	0	Malayalam	Up to 5 errors	2	More than 5 errors	0	Oriya	Up to 5 errors	2	More than 5 errors	0	Punjabi	Up to 5 errors	2
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Punjabi	Up to 5 errors	2																																																			

	More than 5 errors	0
Assamese	Up to 5 errors	2
	More than 5 errors	0

*Errors as defined in section 2.4

Demonstration of Video Conversion

Within the stipulated timeframe as defined in the scope of work, **for a video of 2 mins** (speech-to-speech translation), number of errors will be calculated in each of the translated versions (11 languages) after curation by the LT and marking will be done as following:

Translation Language	No of errors*	Score
Hindi	Up to 5 errors	2
	More than 5 errors	0
Bangla	Up to 5 errors	2
	More than 5 errors	0
Tamil	Up to 5 errors	2
	More than 5 errors	0
Telugu	Up to 5 errors	2
	More than 5 errors	0
Marathi	Up to 5 errors	2
	More than 5 errors	0
Gujarati	Up to 5 errors	2
	More than 5 errors	0
Kannada	Up to 5 errors	2
	More than 5 errors	0
Malayalam	Up to 5 errors	2
	More than 5 errors	0
Oriya	Up to 5 errors	2
	More than 5 errors	0
Punjabi	Up to 5 errors	2
	More than 5 errors	0
Assamese	Up to 5 errors	2
	More than 5 errors	0

*Errors as defined in section 2.4

B-2

22

B-3

Demonstration of Machine Efficiency

22

Within the stipulated timeframe as defined in the scope of work, for a text paragraph of 500 words, number of errors will be calculated in each of the translated versions (11 languages) to check machine accuracy of the tool in demonstration (Before LT vetting, direct output from the tool):

Translation Language	Accuracy	Score
Hindi	Below 60%	0
	60% - 70%	1
	70% - 80%	1.5
	Above 80%	2
Bangla	Below 60%	0
	60% - 70%	1
	70% - 80%	1.5
	Above 80%	2
Tamil	Below 60%	0
	60% - 70%	1
	70% - 80%	1.5
	Above 80%	2
Telugu	Below 60%	0
	60% - 70%	1
	70% - 80%	1.5
	Above 80%	2
Marathi	Below 60%	0
	60% - 70%	1
	70% - 80%	1.5
	Above 80%	2
Gujarati	Below 60%	0
	60% - 70%	1
	70% - 80%	1.5
	Above 80%	2
Kannada	Below 60%	0
	60% - 70%	1
	70% - 80%	1.5
	Above 80%	2
Malayalam	Below 60%	0
	60% - 70%	1
	70% - 80%	1.5
	Above 80%	2
Oriya	Below 60%	0
	60% - 70%	1
	70% - 80%	1.5
	Above 80%	2
Punjabi	Below 60%	0
	60% - 70%	1
	70% - 80%	1.5
	Above 80%	2
Assamese	Below 60%	0
	60% - 70%	1

		70% - 80%	1.5	
		Above 80%	2	
Total				100 marks

Note: The Bidder has to score in each Evaluation Criteria above and the bidders who secure **70 marks** or more in technical bid will be declared as technically qualified. The Financial Bid of only technically qualified bidders shall be opened.

5.4 Stage 2 Financial Evaluation

1. Financial Bids should be submitted as per prescribed format in APPENDIX 10 in Annexures.
2. The Financial Bids of technically qualified Bidders will be opened on the prescribed date in the presence of Bidder representatives (who wish to be present).
3. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
4. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
5. The bid price will exclude all taxes and levies as applicable on dates such as GST,
6. GST shall be paid as per the prevailing rates against the invoices submitted by the selected bidder.
7. The bid prices shall be in Indian Rupees.
8. Any conditional bid would be rejected.
9. Financial bids of only those bidders who has obtained minimum 70 Marks in Technical bid Evaluation shall be opened by the CBC.
10. The bids will open at "Main conference hall, 2nd floor, CBC, Sochna Bhawan, Lodhi Road, New Delhi -110003"

5.5 Stage 3 - Empanelment

The financial bids of only technologically qualified bidders will be opened, and the rates against each deliverable will be compared. The L1 rate against each deliverable will be identified and may be offered to all the technically qualified bidders. The bidders who will accept the identified L1 rates may be empanelled with CBC for the services mentioned in the scope of work.

6. Empanelment of Agency

6.1 Empanelment Criteria: -

The CBC will empanel the agencies who will accept L1 rates identified by the CBC after the financial bid.

6.2 Right to Accept Any Proposal and to Reject Any or All Proposal(s):-

The CBC reserves the right to accept or reject any proposal, and to annul the tendering process/ Public procurement process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for CBC action. CBC also reserves the right to accept or reject all proposals.

6.3 Notification of Empanelment-

Prior to the expiration of the validity period, CBC will notify the qualified agencies in writing or by fax or email, that its proposal has been accepted (Letter of Intent). The Bidder shall acknowledge in writing receipt of the notification of empanelment and will send his acceptance to enter into agreement within seven (7) days. In case the tendering process / public procurement process has not been completed within the stipulated period, the CBC, may request the Bidders to extend the validity period of their Proposal. The decision to extend the validity period of a Bidder's Proposal shall be the Bidder's sole prerogative.

6.4 Signing of contract: -

Subsequent to receipt of valid Performance Guarantee from the qualified agencies, the parties shall enter into a contract within 15 days of issuance of LOI, incorporating all clauses, pre-bid clarifications and the Proposal of the Bidders, between the CBC and the successful Bidders.

6.5 Failure to Agree with the Terms and Conditions of the RFP:-

Failure of the successful Bidders to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the empanelment.

7. Payment Terms: -

1. All deductions on account of income tax as per prevailing law shall be made from the payment being made and such deducted taxes shall be remitted to the concerned tax department.
2. All payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the applicable Acts & Laws.
3. No Interest shall be paid on delayed payments.
4. Advance payment, if any, would be mentioned in the Lol.
5. All payments to the agency will be released from CBC after receipt of the completion certificate and funds from the user department.
6. A designated committee constituted by CBC shall keep a watch on the performance of the bidder and will assess the performance monthly.
7. Any penalty imposed by CBC under the terms and conditions of this Tender shall be acceptable to the bidder and shall be deducted from the payment due.
8. All Payments are to be made in INR only and subject to liquidated damages and taxes, duties, and penalties as applicable if any.
9. Payment schedule shall be mentioned in the LOI and the Work Order for each engagement.

8. Monitoring of the empanelment: -

- i. The empanelment period will be for 1 (One) Year from the date of issue of the empanelment letter under this Tender. The empanelment period of the engagement under this Tender may be extended may be extended for one more year on mutual consent.
- ii. The Contract shall be monitored jointly by the selected Agency and CBC.
- iii. During the delivery period the CBC shall keep a watch on the progress of the contract and shall ensure that quality and accuracy of services delivery is in sync with the specifications of this RFP.
- iv. Any change in the constitution of the firm, etc. shall be notified forthwith by the agency in writing to the CBC and such change shall not relieve any former member of the firm etc. from any liability under the contract.
- v. No new partner/ partners shall be accepted in the firm by the selected agencies in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- vi. The selected agencies shall not assign or sub-let his contract or any substantial part thereof to any other agency.

9. Resolution of Disputes:-

- (a) The Parties agree not to initiate legal proceedings in relation to a dispute/ until they have tried and failed to resolve the dispute by negotiations.
- (b) This agreement shall be construed and interpreted in accordance with the laws governed by the Government of India, and the Civil court/The New Delhi international Arbitration Centre alone shall have jurisdiction to entertain any suit or matter arising out of this Agreement.

10. Penalty

- I. In case of delay in service from the stipulated time, the bidder will be liable to pay a penalty of up to 10% of the contract value of the deficient service after five such occurrences.
- II. In case of the quality of the delivery is found to be below the stipulated accuracy (99%), the contract will be cancelled and transferred to another service provider. The bidder may get blacklisted after 10 such occurrences in one year.

11. General Terms and Conditions of Tender & Contract: -

1 GENERAL PROVISIONS

1.1 Definitions:

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- i. "Applicable Law" means the laws and any other instruments having the force of law in India for the time being.
- ii. "Selected agencies" means the qualified agencies selected on the basis of the bid response to undertake the "empanelment of agencies for ai/ml based digital platform as service for translation and voice localisation (text to text, speech to text, text to speech, speech to speech, and audio localization)".
- iii. "Contract" means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
- iv. "Contract Price" means the price to be paid for the performance of the Services, in accordance with Clause 6;
- v. "Party" means the Client or the Selected agencies, as the case may be, and Parties means both of them;
- vi. "SC" means the Special Conditions of Contract by which these General Conditions of Contract may be amended or supplemented;
- vii. "Services" means work to be performed by the Selected agencies pursuant to this Contract.

1.2 Law Governing the Contract:

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Law of contract, supplemented by general conditions and special conditions annexed to this contract.

1.3 Language

This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices

Any notice, request or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail or facsimile to such Party at the address specified in the SC.

1.5 Location

The Services shall be performed at such locations as are specified in RFP document and, where the location of a particular task is not so specified, at such locations, as the Client may approve.

1.6 Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Client or the Selected agencies may be taken or executed by the officials specified in the SC.

1.7 Taxes and Duties

Unless otherwise specified in the SC, the Selected agencies and their Personnel shall pay such taxes, duties, fees and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

2 COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

2.1 Effectiveness of Contract

This Contract shall come into effect on the date the Contract is signed by both Parties.

2.2 Commencement of Services

The Agency shall begin carrying out the Services after the date the Contract becomes effective.

2.3 Expiration of Contract

Unless terminated earlier pursuant to Clause 2.5, this Contract shall terminate with completion of the service in terms of conditions of this agreement to the full satisfaction of the Client.

2.3.1 Modification

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.

2.4 Force Majeure

2.4.1 Definition

For the purpose of this contract "Force Majeure" means any event or circumstance or combination of events or circumstances beyond the reasonable control of either Party including: i) Acts of God and nature including

- typhoon, flood, earthquake, fire, drought, landslide, unusually severe weather condition or other natural disaster; and
- plague or epidemic or quarantine conditions arising therefrom; ii) Air crash, shipwreck, train wrecks or failures or delays of transportation; iii) Strikes, lock-outs, work-to-rule actions, go-slows or similar labour difficulties other than Governmental Force Majeure that in any way have an effect on the project;

2.4.2 No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.4.3 Extension of Time

Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.4.4 Payments

During the period of their inability to perform the Services as a result of an event of Force Majeure, no additional payment will be given however a time extension in the project may be given.

2.5 Termination

2.5.1 By the Client

The Client may terminate this Contract, by not less than thirty (30) days written notice of termination to the Selected agencies, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause 2.5.1 and sixty (60) days in the case of the event referred to in (e):

- (a) if the Consultants do not perform their obligations under this Contract, within thirty (30) days of receipt after being notified
- (b) if the Consultants become insolvent or bankrupt;

- (c) if, as the result of Force Majeure, the Consultants are unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Consultant, in the judgment of the Client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

“Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.

“Fraudulent practice” means a misrepresentation of facts in order to influence a selection process or the execution of a contract.

- (e) if the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

2.5.2 By the Selected agencies

The Selected agencies may terminate this Contract, by not less than thirty (30) days' written notice to the Client, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Clause 2.5.2:

- (a) if the Client fails to pay any money due to the Selected agencies pursuant to this contract and not subject to dispute pursuant to Clause 7 hereof within forty-five (45) days after receiving written notice from the Agency that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

2.5.3 Payment upon Termination

Upon termination of this Contract pursuant to Clauses 2.5.1 or 2.5.2, the Client shall make the following payments to the Selected agencies:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination; except in the case of termination pursuant to paragraphs (a) and (b) of Clause 2.5.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, at the sole discretion of the Client.

2.5.4 Failure and Termination

In case of delay in the conduct of services within the time fixed or in the event of repudiation of the contract, the Client reserves the right to recover damage for Breach of contract as indicated below:

"To recover from the Selected agencies as agreed liquidated damages as mentioned under clause 8- Liquidated Damages".

3 OBLIGATIONS OF THE SELECTED AGENCIES

3.1 General

The Selected agencies shall perform the Services and carry out their obligations here under with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The selected agencies shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with third parties.

3.2 Conflict of Interests

3.2.1 Selected agencies Not to Benefit from Commissions, Discounts, etc

The remuneration of the Selected agencies pursuant to Clause 6 shall constitute the Selected agencies sole remuneration in connection with this Contract or the Services, and the Selected agencies shall not accept for their own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Selected agencies shall use their best efforts to ensure that the Personnel and agents, similarly shall not receive any such additional remuneration.

3.2.2 Selected agencies and Affiliates not to be Otherwise Interested in Project

The Selected agencies agree that, during the term of this Contract and after its termination, the Selected agencies and their affiliates, shall be disqualified from providing goods, works or services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

3.2.3 Prohibition of Conflicting Activities

Neither the Selected agencies nor their Sub-consultants nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- (a) during the term of this Contract, any business or professional activities which would conflict with the activities assigned to them under this Contract; or
- (b) after the termination of this Contract, such other activities as may be specified in the SC.

3.3 Confidentiality

The Selected agencies and the Personnel shall not, either during the term of contract or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Client's business or operations without the prior written consent of the Client.

3.4 Insurance to be taken out by the Selected agencies

The Selected agencies (a). shall take out and maintain, at their own cost but on terms and conditions approved by the Client, insurance against the risks, and for the coverage, as shall be specified in the SC; and (b). at the Client's request, shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums have been paid.

3.5 Selected agencies Actions Requiring Client's Prior Approval

The Selected agencies shall obtain the Client's prior approval in writing before taking any of the following actions:

- (a) appointing such members of the Personnel not listed by name in the proposal submitted by the Agency.
- (b) any other action that may be specified in the SC.

3.6 Reporting Obligations

The Selected agencies shall submit to the Client the reports and documents specified in the RFP in the form, in the numbers, and within the periods set forth.

3.7 Transition Management

- (a) Post the contract period, the Selected agencies shall provide a smooth handover of all the knowledge material and assets to Client at no transfer cost.
- (b) Post the contract period, the Selected agencies are expected to provide adequate knowledge transfer and training to the Central Bureau of Communication/ staff over a period of 30 days from the date of expiry of contract

4. OBLIGATIONS OF THE CLIENT

4.1 Assistance and Exemptions

The Client shall use its best efforts to ensure that the Administration shall provide the Selected agencies such assistance and data as specified in the RFP.

4.2 Change in the Applicable Law

If, after the date of this Contract, there is any change in the Applicable Laws of India with respect to taxes and duties, which are directly payable by the Selected agencies for providing the services i.e. service tax or any such applicable tax from time to time, which increases or decreases the cost incurred by the Selected agencies in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Selected agencies under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Clause 6.2.

4.3 Services and Facilities

The Client shall make available to the Selected agencies the Services mentioned in the RFP.

5 PAYMENTS TO THE SELECTED AGENCIES

5.1 Lump Sum Remuneration

The Selected agencies total remuneration shall not exceed the Contract Price and shall be a fixed lump sum including all staff costs, printing, communication, travel, accommodation, and the like, and all other costs incurred by the Selected agencies in carrying out the Services described in the "Scope of Work" of the RFP.

5.2 Contract Price

The contract prices will be specified in the work orders after empanelment of agencies.

5.3 Terms and Conditions of Payment

As mentioned in the RFP under "Payment Terms".

6 SETTLEMENT OF DISPUTES

6.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

6.2 Dispute Settlement

Any dispute between the Parties as to matters arising pursuant to this Contract that cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement may be submitted by either Party for settlement in accordance with the provisions specified in the SC.

7 LIQUIDATED DAMAGES

1	Except as provided under clause "Force Majeure if the selected bidder fails to deliver Services within the period specified in the Contract, the CBC may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified below for delay until actual delivery, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the CBC may terminate the Contract pursuant to clause "Termination".
2	In case of delay in commencement of services as per RFP/Contract, liquidated damages shall be imposed.
3	The time specified for delivery in the tender/contract form shall be deemed to be the essence of the contract and the selected bidder shall arrange services within the specified period.

4 Delivery period may be extended with or without liquidated damages, if the delay in the supply of service is on account of hindrances beyond the control of the selected bidder.

- i. The selected bidder shall request in writing to tendering authority giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of service within the stipulated delivery period. This request shall be submitted as soon as a hindrance in delivery of service occurs or within 14 days from such occurrence but before expiry of stipulated period of delivery of service after which such request shall not be entertained.
- ii. CBC shall examine the justification of causes of hindrance in the delivery of service and the period of delay occurred due to that and grants extension with or without liquidated damages.
- iii. If CBC agrees to extend the delivery period / schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of service.
- iv. It shall be at the discretion of the concerned authority to accept or not to accept the supply of services rendered by the implementing agency after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted CBC shall have right to cancel the contract with respect to undelivered service.
- v. If CBC is in need of the service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.

5 In case of extension in commencement period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of the value of services undelivered –

No.	Condition	LD% of the total contract price
a	Delay up to one fourth period of the prescribed delivery period of contract.	2.5%
b	Delay exceeding one fourth but not exceeding half of the prescribed period of contract.	5.0%
c	Delay exceeding half but not exceeding three fourth of the prescribed period of contract.	7.5%
d	Delay exceeding three fourth of the prescribed period	10.0%

6	Fraction of a day in reckoning period in supplies shall be eliminated if it is less than half a day.
7	The maximum amount of liquidated damages shall be 10% of the value of services
8	Delivery period may be extended with or without liquidated damages if the delay is on account of hindrances beyond the control of the bidder.

8. Sub-contracting

The Selected Agency shall not assign or sub-let the contract or any substantial part thereof to any other agency. Any subcontracting shall lead for termination of the contract.

9. Ownership of the End Product or Output of the Project: -

- i. All intellectual outcomes of the project under this contract in the form of product, process, report/document, research outcome, study report etc shall be the sole property of the Central Bureau of Communication.
- ii. The Selected agencies in no circumstance utilize any outcome/deliverables of the project for any commercial purpose.

12. Special Conditions of Contract

GC Clause	Amendments of and Supplements to Clauses in the General Conditions of Contract
3.1	<p>The Authorized Representatives are:</p> <p>For the Client:</p> <p>For the Selected agencies:</p>
3.2	<p>For a period of two years after the expiration of this Contract, the Selected agencies shall not engage, and shall cause their Personnel not to engage, in the activity of a purchaser (directly or indirectly) of the assets on which they advised the Client under this Contract, nor shall they engage in the activity of an adviser (directly or indirectly) of potential purchasers of such assets. The Consultant also agree that their affiliates shall be disqualified for the same period of time from engaging in the said activities.</p>
3.3	<p>The selected agencies shall ensure to cover the following risks and take the necessary coverages in this regard:</p> <ul style="list-style-type: none"><li data-bbox="421 965 1318 1126">(a) Third Party motor vehicle liability insurance as required under Motor Vehicles Act, 1988, in respect of motor vehicles operated in India by the Selected agencies or their Personnel deployed in Ladakh for the period of Service;<li data-bbox="421 1144 1286 1218">(b) Professional liability insurance, with a minimum coverage equal to total contract value for this service.
3.4	<p>The selected agencies shall not use these documents for purposes unrelated to this Contract without the prior written approval of the Client.</p>
3.5	<p>Dispute Settlement:</p> <p>Any Dispute or differences whatsoever arising between the parties out of or relating to the implementation, meaning and operation or effect of this agreement or its execution or the breach thereof shall be settled by arbitration in Leh . The parties agree that the sole arbitrator shall be appointed by the Principal Director General, Central Bureau of Communication. Parties hereto will raise no objection to the arbitration on the ground that the Arbitrator is a Government servant that he had to deal with matters to which the contract relates or that in the course of his duties as Government servant he has expressed views on all or any of the matters in dispute or difference. It is a term of this agreement that in the event of any difficulty arising by reason of death, resignation, retirement, inability or refusing to act as arbitrator or if the award is</p>

set aside by any court for any such reason of procedure, it will be lawful for the Principal Director General, Central Bureau of Communication to appoint another person as arbitrator in place of the outgoing arbitrator. In every such case it shall be lawful for the new arbitrator to act upon the record of the proceedings as existent at that stage of the arbitration or to commence proceedings de-novo as the arbitrator in his discretion may decide. The provisions of Indian Arbitration and Conciliation Act, 1996 and any modification thereon shall govern the proceedings. The contract and the arbitration shall be governed by Indian Law only. The Award made in pursuance thereof shall be binding on the parties.

The Civil Courts in Delhi alone shall have jurisdiction to entertain any suit or matter arising out of this Agreement.

14. Checklist of Documents to be submitted: -

Sl. No.	Documents	Submitted (Yes/No)	Reference Document Page No.
1.	Cover Letter - As per APPENDIX-1		
2.	Self-Declaration - As per APPENDIX-2		
3.	Documents related to "Pre-Qualification / Minimum Eligibility(As per para 5.1)		
4.	Bid Security/Earnest Money Deposit/Exemption document		
5.	Documents related to "Technical Evaluation" as per para 5.3		
6.	Details of turnover – In response to Criteria 2 "Turnover" of Minimum Eligibility Criteria & Criteria 1 of Technical Evaluation (APPENDIX-3).		
7.	Affidavit- Cum Declaration (On a stamp paper of Value 100) - As per APPENDIX-4		
8.	Organization Profile - As per APPENDIX-5		
9.	Details of experience – In response to Minimum Eligibility Criteria (APPENDIX-6)		
10.	Details of experience – In response to Criteria A of Technical Evaluation (APPENDIX-7)		
11.	Financial Proposal as per para 5.4.		
12.	Power of Attorney (APPENDIX 9)		

Signature _____

Name of Authorized signatory _____

Seal of the agency _____

14. Annexure

14.1 Covering Letter (APPENDIX-1)

To,

Principal Director General,
Central Bureau of Communication
Soochna Bhawan, Lodhi Road, New Delhi

Sub: Submission of proposal in response to RFP for “empanelment of agencies for ai/ml based digital platform as service for translation and voice localisation (text to text, speech to text, text to speech, speech to speech, and audio localization)”

Sir,

Please find enclosed Copy of our Proposal for the project “empanelment of agencies for ai/ml based digital platform as service for translation and voice localisation (text to text, speech to text, text to speech, speech to speech, and audio localization)”, in response to the Request For Proposal (RFP) Document issued by the Central Bureau of Communication (CBC), Bid. No._____, dated: _____ for “empanelment of agencies for ai/ml based digital platform as service for translation and voice localisation”. Having examined the RFP document, we, the undersigned, offer to provide the services as required and outlined in the RFP for “empanelment of agencies for ai/ml based digital platform as service for translation and voice localisation”.

We hereby confirm that: -

1. Each page of the Technical and Financial Bid has been signed by the Authorized Signatory.
2. We agree to abide by our offer for a period of 180 days from the from the last/end date of bid submission.
3. We have carefully read and understood the terms and conditions of the RFP and the conditions of the contract applicable to the bid and we do hereby undertake to provide services as per terms and conditions mentioned in the RFP.
4. The information contained in this Bid or any part thereof, including its exhibits, schedules, and other document(s) submitted to CBC, is true, accurate, and complete.
5. We acknowledge the right of CBC to reject our Proposal without assigning any reason or otherwise, and here by waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
6. We fulfil all the legal requirements and meet all the eligibility criteria laid down in the RFP.
7. This Proposal is unconditional, and we hereby undertake to abide by the terms & conditions of the RFP.
8. We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
9. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours sincerely,

Place:

For and on behalf of:

Date:

Signature Seal/Stamp of Agency Name:

Designation:

(Authorized Representative and Signature)

14.2 Self-Declaration for not being blacklisted by any State/Central Govt.

Dept/PSU(APPENDIX -2)

(On Rs. 100 Non-Judicial Stamp Paper – Submit separate declaration) [Date]

To,
Principal Director General,
Central Bureau of Communication
Soochna Bhawan, Lodhi Road, New Delhi

In response to the Bid No. _____ dated _____ for quoting against the RFP as an representative(s) of M/s _____ I/ We hereby declare that our Company/ Firm is having unblemished past record and was not declared blacklisted or ineligible to participate for bidding due to breach of general or specific instructions, corrupt / fraudulent or any other unethical business practices.

Yours faithfully,

Authorized Signatory

Name:

Place:

Date:

14.3 Details of turnover (APPENDIX-3)

S.No	Financial Year	Turnover (in Rs.)
1	2019-2020	
2	2020-2021	
3	2021-2022	

Note : Documentary evidence in support of turnover must be uploaded (Audited Financial statements for the last three financial years and Certificate from the Statutory Auditor /Chartered Accountant).

I _____ proprietor/partner/director _____ of _____ M/s.-
.....hereby declare that the in- formation
given in this Technical Bid Form is true and correct to the best of my knowledge and belief.

Signature _____

Name of Authorized signatory _____

Seal of the agency _____

14.4 Affidavit-Cum-Declaration(APPENDIX-4)

(On a Stamp paper of value Rs. 100/-)

I, _____ son/Daughter of Shri _____ aged about _____years, resident of _____, do hereby solemnly declare and affirm as under:

1. That I am the Director/ proprietor of M/s. _____
2. That I have read and understood the Request for Proposal (RFP) Document in respect of the Project provided to us by Central Bureau of Communication (CBC).
3. I am not a defaulter/ we are not a defaulter of any govt. agency at the time of the submission of the proposal.
4. No order of blacklisting passed by the Central Government/ any State Government/ any PSU is in operation against me/ us as on date.
5. I/We accept all the terms and conditions set out in the <e-portal> Bid No._____dated _____ issued by Central Bureau of Communication. I further state that if any information furnished by me in this affidavit or otherwise is found to be incorrect, CBC shall have the right to forthwith terminate its agreement with us.

(DEPONENT)

Verified at _____ on this _____ day of _____ that the contents given above in the Affidavit are true and correct to the best of my knowledge.

(DEPONENT)

14.5 Organization Profile(APPENDIX-5)

1.	Name of Agency	
2.	Type of Agency (Proprietorship, Partnership, Company, Society, Trust, University, Institute)	
3.	Address of registered office with phone no. & fax	
4.	Main areas of business	
5.	Established on	
6.	Years of Relevant Experience	
7.	Name of Contact Person Mobile Tel. No. Email	
8.	GST No.	
9.	PAN No.	

Signature _____

Name of Authorized signatory _____

Seal of the agency _____

14.6 Details of experience – In response to Minimum Eligibility Criteria(APPENDIX-6)

EXPERIENCE CERTIFICATE-1

Experience of providing AI/ML based platform as a service for translation and voice localization (Criteria no. 03 of Minimum Eligibility)	
Assignment/ Project Name:	
Name of the Client:	
Approximate Value of the Contract (In Indian Rupees):	
Total number of staff-months of the Assignment:	
Location & Address:	
Indian language coverage in the assignment (Number of languages in which services were provided and name of languages)	
Service Coverage in the assignment (Text-to-Text, Text-to-speech, Speech-to-Text, Speech-to-Speech, and Audio Localization)	
Start Date (Month/Year):	
Completion Date (Month/Year):	
Duration of Assignment (months):	
Narrative description of Project:	
Attach: - Contract Agreement/Satisfactory Project Completion/Lol Certificate and CA/SA certificate along with any of the above documentary evidence as proof of consultancy/project fee received. (Please specify the attached documents)	
Description of actual services provided by your staff within the assignment	

Signature _____

Name of Authorized signatory _____

Seal of the agency _____

14.7 Details of experience – In response to Criteria A of Technical Qualification (APPENDIX-7)

Experience of providing AI/ML based platform as a service for translation and voice localization (Criteria A of Technical Capability)	
Number of eligible projects of value more than 5 crore in which firm has experience of providing similar services as defined in Criteria A-1	
Number of eligible projects where the firm has provided similar services to Central Government or State Government departments or PSUs / PSU affiliated entities/ or CPSEs with a project value of at least five crores as defined in Criteria A-2	
The language coverage in the past projects or the number of languages in which translation or localization services were provided as defined in Criteria A-3	
Service Coverage: The types of services successfully provided in the any one of the previous projects, including i. Text-to-Text, ii. Text-to-Speech, iii. Speech-to-Text, iv. Speech-to-Speech (Video), and v. Audio Localization as defined in Criteria A-3	
Attach- Contract Agreement or Completion of Work Certificate and CA/SA certificate along with any of the above documentary evidence as proof of consultancy/project fee received. (Please specify the attached documents)	
Description of actual services provided by your staff within the assignment	

Signature _____

Name of Authorized signatory _____

Seal of the agency _____

14.8 Pre-Bid Queries(APPENDIX-8)

Name of the Company/Firm:

Name of Person(s) Representing the Company/ Firm:

Name of Person	Designation	Email-Id(s)	Phone and Fax Number

Query / Clarification Sought:

S.No	RFP Page No.	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX). and signed hardcopy of the same shall also be submitted. Queries not submitted in the prescribed format and within the timeline will not be considered/ responded at all by CBC.

Pre-Proposals queries should be sent at the e-mail address digitalmediacbc@gmail.com within the prescribed timeline.

14.9 Format for Power of Attorney(APPENDIX-9)

(TO BE SUBMITTED ON NON-JUDICIAL STAMP PAPER OF MINIMUM VALUE OF RS.100/- DULY NOTARIZED)

Know all men by these presents, We, [name of firm and address of the registered office] do hereby constitute, nominate, appoint and authorise Mr. / Ms.[name], son/ daughter/ wife of [name], and presently residing at [address], who is presently employed with/ retained by us and holding the position of [designation] as our true and lawful attorney (hereinafter referred to as the "Attorney"), to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid for the project "empanelment of agencies for ai/ml based digital platform as service for translation and voice localisation (text to text, speech to text, text to speech, speech to speech, and audio localization)" , including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Central Bureau of Communication, MIB(Client), representing us in all matters before the Client, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Client in all matters in connection with or relating to or arising out of our Application.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, [name of entity], THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS [date in words] DAY OF [month] [year in "yyyy" format].

For [name and registered address of entity]

[Signature] [Name] [Designation]

Witnesses:

1. [Signature, name and address of witness]
2. [Signature, name and address of witness]

Accepted

.....

(Signature)

(Name, Title and Address of the Attorney)

Notes:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under seal affixed in accordance with the required procedure.
2. Wherever required, the Bidder should submit for verification the extract of the charter documents and other documents such as a resolution / power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder

14.10 Format of Financial Bid (APPENDIX-10)

To,
Principal Director General,
Central Bureau of Communication
SoochnaBhawan, Lodhi Road, New Delhi

Sub: Submission of proposal in response to RFP for “empanelment of agencies for ai/ml based digital platform as service for translation and voice localisation (text to text, speech to text, text to speech, speech to speech, and audio localization)”

Dear Sir,

I/We hereby submit our Commercial Bid. The rates are quoted in the prescribed format given below:

Type of Service (With LT Vetting)	Input Limit	Sample Input	Unit Rates (INR) without GST* (A)	GST as applicable (B)	Total Rates (INR) with GST (C) = (A)*(B)
Text-to-Text	Up to 1000 words	Press Release/Any other text file			
	Above 1000 words	Article/Any other text file			
	Up to 60,000 words (With original formatting)	Book/Publication /Any other text file			
	Up to 18,000 words (With original formatting)	Booklets/Any other text file			
Speech-to-Text	Up to 15 Mins	Any audio file up to 15 mins			
	More than 15 Mins	Any Audio file more than 15 mins			
Text-to-Speech	Up to 250 words	Radio Jingles/Any other text for audio conversion			
	Up to 1000 words	Press Release/Any other text for audio conversion			
Speech-to-Speech	Up to 5 mins	Any video file up to 5 mins			
	5 mins to 15 mins	Any video file			

Audio Localization	Up to 15 mins	Any audio file up to 15 mins			
	Up to 30 mins	Podcasts/Any other audio up to 30 mins			

**The rates quoted shall be from one to any other of the 11 languages mentioned in the scope of work*

Note:

1. Prices are valid for a period of 180 Days from date of submission of Bid.
2. All the prices mentioned in our Bid are in accordance with the terms & conditions as specified in the RFP. Prices of all items under this RFP are valid till the validity of the contract.
3. For the purpose of evaluation of commercial bids, only the total cost excluding GST shall be taken into consideration.
4. Since the price proposal is in INR, CBC shall not consider any upward variation/fluctuation on account of any foreign exchange at any time during the currency of the contract.

Signature of the Bidder with seal
