



Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi

NOTICE INVITING E-TENDER

for

Selection of Agency to Provide Webcasting Services of Council's event on Council's Website, Facebook & Youtube simultaneously

Tender No: ICWA/IT/885/04/2018

Critical Dates:

Date of Publishing	01.05.2018
Bid Document Download Start Date	01.05.2018
Clarification Start Date	01.05.2018
Clarification End Date	10.05.2018 (1700 Hrs)
Bid Submission Start Date (Online)	11.05.2018 (1000 Hrs)
Bid Submission End Date (Online)	24.05.2018 (1500 Hrs)
Date of Technical Bid Opening(Online)	25.05.2018 (1530 Hrs)

EMD to be submitted in the form of Demand draft Rs. 10,000/- in favour of "Indian Council of World Affairs, New Delhi" by 1200 Hrs on 24/05/2018

Manual bids shall not be accepted. The bid shall be submitted online only at Central Public Procurement Portal Website i.e. <http://eprocure.gov.in/eprocure/app> .

Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi, INDIA

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SECTION – I

INVITATION FOR ONLINE BIDS (IFB)

1. Notice Inviting E-Tender:-

Online bids are invited from reputed Firms/Companies engaged in providing webcasting services & maintenance of Video Gallery on Council's services for the following:

- i. Online quotations are invited for the Selection of Agency to provide Webcasting Services & Maintenance of Video Gallery on Council's website.
- ii. The two bid system (Technical and Financial) shall be followed for this tender.

The various components of the webcasting services are defined below:

A. Event Capture

Event capture will include capturing of video and audio of live action of the event. Multiple video cameras will record the event from various positions to give different perspective to the audience. Each audio source will have its own microphone to capture sound. Both video and audio sources will send the signals to respective mixing boards.

B. Mixing and Recording

The audio mixing board has separate channels for each audio input for which the volume of each channel is adjusted, and then combined with the other channels to create a mixed audio signal. The console has multiple inputs (from video cameras, a video play deck for titles and roll-ins, and the audio mixing board) and multiple outputs (to the encoding system, preview monitors, and video recorder). Throughout the webcast, an operator switches from one video input to another so viewers can see live action from the best perspective. The video switching console displays each video input (camera 1, camera 2, video playback) on a separate video monitor for the operator to preview. Throughout the webcast, the video switching console adds the mixed audio signal to the selected video, and then transmits a composite (picture + sound) video signal to the video recorder and the encoding system. For archiving and subsequent editing, a video recorder records the composite video signal.

C. Encoding and Signal Distribution

Throughout the webcast, the encoding system "samples" the composite video signal at a given frequency to determine sound and picture content. It then compresses the content by eliminating duplicated data, such as consistent background colors and redundant tones. Finally, it encodes the compressed content into small packets of digital information that can be streamed across the Internet. To reach the largest possible audience (that is, any user regardless of media player and Internet connection speed), the encoding system simultaneously encodes and outputs separate signals for a variety of format/transmission speed combinations. Multiple encoded signals are transmitted directly from the encoding system to an origin server (a large server or bank of servers equipped with software for streaming media in multiple formats). The origin server caches (momentarily stores) the encoded signals for redistribution. From the origin server, the encoded signals are transmitted

through the Internet either directly to the viewer or to an edge server (if the webcast is multicast).

2. General Scope of Work:

The entire scope of work for the empanelled bidders has been divided into three stages:

- a. Pre Event
- b. During the Event
- c. Post Event

a. Pre Event Activities

- Selected vendor will start the planning of the event in advance of the event
- Selected vendor may have to undergo through security clearance for some events. Selected vendor should provide required information for the same.
- During the event planning infrastructure required for event capture should be discussed. Adequate cameras, microphones, display screens etc. should be provided as per the Council's need.
- Selected vendor will provide proper consultancy/ guidance about the infrastructure (like air-conditioning, acoustics, lighting arrangement, power supply, network points, etc..) required to prepare the installation site. Also, selected vendor will provide design for layout of the equipment at each location and install & commission the equipments accordingly.
- Selected vendor shall equip the location with all the equipments required for webcasting in advance of the event. Selected vendor should install, check and commission the equipments in advance so as to make webcasting operational on the day of event.
- All charges for handling and delivering the equipments to the site shall be borne by the vendor.
- The companies will make the live webcast interactive by using social media elements like Face book, Twitter, etc to increase the viewership.

b. During the Event Activities

- Selected vendor would be responsible for providing the webcasting services to the client. Webcasting services can be divided into two types:
 - Capturing the event
 - Mixing and encoding the event
- Selected vendor would be responsible for Event Capture, Mixing, Recording and Encoding the event. Encoded signal needs to be distribute the signal through its their own Data Centre and servers.
- The selected vendor shall provide professionally skilled manpower, experienced in the field of installation, commissioning of webcasting equipments and in recording & webcasting an event.
- The selected vendor shall keep a standby of technical staffs/ equipments to mitigate risk of any untoward incident.
- All sessions shall be recorded into Digital Video Format only and would be handed over to Council's at the end of the event.
- The selected vendor shall work for entire day on site as required by the event.
- Selected vendor should cover the entire event as per Council's requirement

c. Post Event Activities

- The vendor has to submit complete raw video recorded, digital copy and streamed video to the Council.
- The selected vendor shall be responsible for packing & removing the equipments from location of event, post completion of webcasting.
- Recorded video should be post displayed on ICWA website under Video Gallery within eight hours after completion of the event.
- The recorded video split into several parts and make it ready to upload on Youtube, within twenty four hours after completion of the event.
- The vendor will monitor and provide the number of viewers & their geographic locations and end-viewer feedback to the Council within ninety six hours on completion of the each event.

Required features of Webcasting

1. Audio/Video coverage of the sessions through broadcast quality HD cameras
2. Mixing of Cameras.
3. The mixing device should be capable of provide special effect/wipes with PIP features
4. Recording of sessions in MP4 format
5. Live streaming of sessions in all latest available formats for utility devices (desktop/laptop/mobiles/iphone etc.)
6. The webcast should be able to stream live multimedia content to mobile phones of different platforms, also.
7. Webcast should have feature to synchronize the presentation slides of the presenter with live webcast. The slides should be shown on the webcast page separately from the video for good visibility for low speed webcast.
8. Webcast should stream HD videos for better quality video. Therefore bidder is required to provide HD equipments for capturing of the live event.
9. Webcast should be streamed in multiple bit rates and multiple resolution format
10. The bidder should be able to stream media files with HTTP live streaming technology with multiple bit data rates.
11. Webcast should support adaptive streaming i.e. supported to various mobile devices as well.
12. Webcast should have high error correction rate
13. At least two, three or more event will be live webcast in a month
14. Webcast should work with least buffering
15. Past experience in high load webcasting (more than 1000 parallel viewers)
16. CDN (Content Delivery Networks) for load sharing, and reduced latency

3. Two Bid System (Technical and Financial):

- 3.1** The two bid system (Technical and Financial) shall be followed for this tender. In this system, the bidder shall submit offer online only at Central Public

Procurement Portal Website : <http://eprocure.gov.in/eprocure/app>. Manual bids will not be accepted under any circumstances.

- 3.2** The bids shall be valid for a minimum of 180 days from the last date of submission of bids. A bid for a shorter period shall stand rejected.
- 3.3** The technical bids shall be opened on the appointed date at 3:30 PM. After scrutiny of technical bids, the Council shall shortlist the eligible bidders and inform them of the date and time of opening of the Financial Bids;
- 3.4** All documents submitted shall be numbered and self-attested with the seal of the bidder;
- 3.5** The rate quoted shall be net and no discount, free services/offers quoted shall be considered;
- 3.6** This tender is not transferable;
- 3.7** Mere quoting lowest rate shall not amount to commitment on the part of the Council for award of contract;
- 3.8** In case the date of opening of tender is declared a holiday for unexpected reasons, the tender shall be opened same time on the next working day;
- 3.9** The Council reserves the right to reject one or all of the bids without assigning any reason;
- 3.10** The online bids (complete in all respects) must be uploaded online in two covers (Technical and Financial Bids) as explained below:

Envelope No.1 "Technical Bid" (following documents to be uploaded online in .pdf format)

Sr. No.	Document	Type
1.	EMD of Rs. 10,000/- (Rs. Ten Thousand only) (scanned copy) and Bank Details (certified copy) ;	.PDF

2.	The bidder should be in existence for over 3 years in the business of live webcasting services with annual contracts worth more than Rs. 1 Lakhs for single contract per annum or in case of two contracts worth Rs 75,000/- per annum or in case of three contracts for Rs 50,000/- per annum during the last 3 years ending 31st March, 2018;	.PDF
3.	Audited balance sheets for last three years showing that the bidder has a minimum annual turnover for Live webcasting contracts of at least Rs. 5 Lakhs;	.PDF
4.	The bidder should have a previous live webcast contract for at least two years with Government Department/Public Undertaking / Corporate in Delhi;	.PDF
5.	The bidder shall be in existence for over 3 years in services for Live Webcasting and maintenance of video gallery work;	.PDF
6.		.PDF
7.	The bidder also shall have expertise and experience in Live Webcasting services.	.PDF
8.	The bidder shall be registered with the Registrar of Companies and with the Delhi Sales Tax Department for Works Contract Tax;	.pdf
9.	Income tax certificate for the last three financial years;	.pdf
10.	The bidder shall furnish a list of companies, organization including foreign companies in India, foreign embassies with whom they have a professional relationship.	.pdf
11.	Any information/data/credentials that the bidder or any of his employees may come to possess or acquire during the course of their work shall not be disclosed to any one in any form and the relevant portions of the Official Secrets Act shall be applicable;	.pdf
12.	Self-attested certificate to the effect that bidder is neither blacklisted by any Government Department nor any criminal case is registered against the bidder/organisation or its owner or partner anywhere in India.	.pdf
13.	The bidder shall produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, GST number;	.pdf
14.	Company shall be an ISO 9001:2008 and ISO 20000-1:2005 certified;	.pdf
15.	If the bidder meets the above technical requirements, it may apply in the prescribed Performa at Annexure-I. Bidder shall also enclose income tax statement along with Technical Bid.	.pdf

3.11 Envelope No.2 "Financial Bid"

The rate may be quoted for per event basis with Single and Double Camera/

- i. Tenderer/Bidders are advised to follow the instructions provided in the 'Instruction to Tenderer' specified at Annexure-VI of this Tender document for e-submission of the bids online through Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app> before proceeding with the tender;
- ii. All documents as per tender requirement shall be uploaded online through Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app> and further no documents will be accepted offline.
- iii. Bidders not submitting any of the required documents online will be summarily rejected;
- iv. Both technical and financial bid are to be submitted concurrently duly digitally signed on the Central Public Procurement Portal;
- v. The bidders shall have a valid digital signature certificate for participation in the online tender. The cost of digital signatures, if any, will be borne by respective tenderer;
- vi. Prospective bidders are accordingly advised to go through instructions provided at Central Public Procurement Portal;
- vii. The original hard copy of Earnest Money Deposit (EMD) of Rs. 10,000/- (Rs. Ten Thousand only) in the form of Demand Draft / Pay Order in favour of "INDIAN COUNCIL OF WORLD AFFAIRS, NEW DELHI" is also required to be submitted in a sealed envelope superscribed "Tender for Live Webcasting Services", **on or before the closing date and time of e-submission of online bids** to Under Secretary, ICWA at Sapru House, Barakhamba Road, New Delhi-110001, failing which, the bids will not be considered.

4. Important dates :

Date of Publishing	01.05.2018
Bid Document Download Start Date	01.05.2018
Clarification Start Date	01.05.2018
Clarification End Date	01.05.2018 (1700 Hrs)
Bid Submission Start Date (Online)	11.05.2018 (1000 Hrs)
Bid Submission End Date (Online)	24.05.2018 (1500 Hrs)
Date of Technical Bid Opening(Online)	25.05.2018 (1530 Hrs)

- i. All prospective bidders / authorized representative of the bidders who have downloaded the Tender document may send their queries, if any, in writing to Under secretary, ICWA through email to us@icwa.in and ddgoffice@icwa.in
- ii. **Extension of last date at the Discretion of the Council:** The Council, may in its discretion extend the last date for e-submission of the online bids and such extension shall be binding on all the Bidders. Addendum/Corrigendum, if any in this regard, will be published on the Council's website: www.icwa.in and Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app>
- iii. **Opening of Technical Bid & Financial Bid :**
 - Online bids (complete in all respect) received along with demand draft of EMD (Physically) will be opened as per stipulated time and date indicated in Page 1 of the tender document in presence of bidders representative, if available at Sapru house, Barakhamba Road, New Delhi-110001.
 - Bid received without EMD will be rejected straightaway.
 - A duly constituted committee will evaluate eligibility criteria of bidders.
 - Technical bid of only those bidders, whose bids are declared eligible by the committee, will be evaluated.
 - It shall be noted that required documents submitted online along with the technical bid will be perused/examined and in case of any deficiency, the technical bid will be rejected and financial bid will not be opened;
 - After scrutiny of technical bids, the Council shall shortlist the eligible bidders and inform them of the date and time of opening of the Financial Bids (Preferably by E-mail);
 - The representatives of the bidders willing to attend tender opening process will have to submit a letter of authorisation to this effect;
 - In case the date of opening of tender is declared a holiday for unexpected reasons, the tender shall be opened same time on the next working day;
 - Bids shall be summarily rejected, if it is received other than online through Central Public Procurement Portal;
 - No bidders will be allowed to withdraw after e-submission of bids/ opening of the tender; otherwise the EMD submitted by the firm will be forfeited;

----- End of Section I -----

SECTION -II

GENERAL CONDITIONS OF CONTRACT (GCC)

5. The other terms and conditions:

- i. The contract shall be valid for a period of two years from the date of its award. The rate quoted shall remain in force for the full period of the contract. No demand for revision of rate on any account shall be entertained during the contract period;
- ii. The awardee has to provide services in Sapru House, New Delhi;
- iii. Bills shall be submitted by the Firm/Agency on per event basis to ICWA. Bills will be paid by online mode. No advance payment will made.
- iv. Firm will provide a dedicated relationship manager for ICWA.
- v. In case the contractor backs out midway without the explicit consent of the Council, he shall be liable for recovery at higher rates, vis-a-vis, those contracted with contractor, which may have to be incurred by this Council on maintenance of machines for the balance period of contract through alternative means. The above act of backing out shall automatically debar the contractor from any further dealing with the Council & the Performance Bank Guarantee amount shall stand forfeited;
- vi. It is the responsibility of the contractor to ensure that all relevant laws and regulations are followed particularly with respect to payment of wages to its employees;
- vii. If any damage/loss of equipment is caused by the contractor or any of its representatives, an amount equivalent to the loss, so caused, shall be recovered from the payments/Bank Guarantee made to the contractor. The decision of the Council shall be final and binding in this regard;
- viii. The contractor shall not further sub-contract, the whole or any part of the contract, under any circumstances to a third party;
- ix. The contractor shall be responsible for making live webcast of each event on Council's website, facebook page & Youtube account simultaneously.
- x. **Service Level Standards/ Requirements/ Agreement**
 - a) Service level plays an important role in defining the Quality of Services (QoS). The prime objective of service levels is to ensure high quality of services from selected bidder, in an efficient manner to the identified users under this procurement.
 - b) The service level shall be tracked on a periodic basis i.e. quarterly and have penalty clauses on non-adherence to any of them. The bidder shall submit reports

on all the service levels to the Purchaser in accordance with the specified formats and reporting periods and provide clarification, if required. The service levels defined below provide for target level of services required, measurements thereof and associated penalties.

A. Delay In Time for Webcasting an Event :-

S. No.	Measurement Parameter	Service Level	Penalty
1.	Delay in time for webcasting an event	Between 1 min to 10 min	2% per event cost
2.		Between 10 min to 1 hour	10% per event cost
3.		The maximum total penalty in any event shall not be more than 10% of the total amount due for the event. Imposition of penalties amounting to 10% of per event value for a continuous 2 events shall be treated as non-performance and beyond which the tendering authority may initiate action as per RFP terms and condition for breach of SLA if not satisfied with the response given by the selected bidder for reasons thereof. The tendering authority may also forfeit the EMD and also debar the selected bidder.	

B. Non completion/ Unsuccessful Event:-

Bidder has to ensure that the event should be completed as per the requirement/ scope of RFP. If vendor fails to conduct the event, a penalty will be charged @ 20% of per event cost and the penalty will be recovered from any subsequent payments of successful events or from the performance bank guarantee, if required.

*Maximum Penalty shall not be more than 20% of the order value.

- xi. If any dispute(s) arises with reference to any provision of the contract, the decision of the Council shall be final and binding;
- xii. The Council reserves the right to cancel the contract in case, the contractor consistently fails to provide service upto satisfactory level or on security ground;

6. Non-Disclosure Agreement and Security Clearance:

- i. The selected bidder shall submit a Non-Disclosure Agreement (NDA) to the effect that the bidder and the personnel deployed by the bidder shall not disclose any information/data which they may obtain/acquire while providing services to the Council;
- ii. Engineer/technician deployed by the bidder shall require prior security clearance of the Council which shall have the right to reject any employee proposed to be deployed by service provider without assigning any reasons. The service provider shall furnish full details of these personnel as may be required to facilitate background checks;

7. Validity of Contract:

The initial period of contract shall be for one year from the date of award of contract. No demand for revision of rate on any account shall be entertained during the contract period. The period of Contract can be extended by a further period of 2 years, one year at a time, at the same rate, terms and conditions after completion of contract period based on the performance of the service provider and if mutually agreed by both the parties in writing;

8. Earnest Money Deposit:

- i. The tender documents shall be accompanied by Earnest Money Deposit of Rs. 10,000/- in the form of a Demand Draft (DD), valid for a minimum of three months, drawn on any Nationalized/Scheduled Bank, in favour of "Indian Council of World Affairs, New Delhi". Bids submitted without EMD shall stand rejected. EMD shall not be accepted in the form of cash/cheque/FDR or any other form except DD. No interest shall be payable on EMD;
- ii. The scanned copy of EMD shall be submitted online with the technical bid and the original may be submitted to the Under Secretary, ICWA, Sapru House , Barakhamba Road, New Delhi before closing of bid submission end date & time i.e 8-5-2018 at 1200 Hrs ;
- iii. The EMD shall be returned to the bidder(s) whose offer is not accepted by the Council within 30 days from the date of signing the agreement with the successful bidder. In the case of the bidder whose offer is accepted, the EMD shall be returned on submission of Performance Bank Guarantee. However if the return of EMD is delayed for any reason, no interest/penalty shall be payable to the bidder;

9. Forfeiture of EMD:

The EMD will be forfeited:

- i. If the bidder withdraws the bid during the period of bid validity specified in the tender;

- ii. If the bidder fails to furnish the acceptance in writing, within 7 days of award of contract/order;
- iii. In case a successful bidder, fails to furnish the Performance Bank Guarantee;

10. Amendment of Bidding Document:

- i. At any time prior to the deadline for submission of bids, the Council may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document;
- ii. All prospective bidders who have purchased the bidding document shall be notified of the amendment in writing, and such amendments/modifications shall be binding on them;
- iii. Council at its discretion may extend the deadline for the submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective bidders time to take into the consideration the amendments while preparing their bids;

11. Corrupt or Fraudulent Practices:

- i. It is expected that the bidders who wish to bid for this tender have highest standards of ethics;
- ii. The Council shall reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract;
- iii. The Council may declare a bidder ineligible, either indefinitely or for a stated duration, if it at any time determines that the bidder has engaged in corrupt and fraudulent practices during the execution of contract;

12. Performance Bank Guarantee:

- i. Successful bidder shall deposit a "Performance Bank Guarantee" within a period of two weeks and valid upto six months after expiry of the contract @ 10% of the total bid value in favour of the "Indian Council of World Affairs, New Delhi" in the format attached at Annexure IV;
- ii. If successful Tenderer fails to furnish the required "Bank Guarantee" within the specified period, its EMD shall be forfeited, and the bidder shall be debarred from participating in future Tenders of the Council;

13. Force Majeure:

The Council may consider relaxing the penalty and delivery / service requirements, as specified in this Tender Document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of a 'Force Majeure'. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as natural disasters, act of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful bidders premises, etc.

14. Governing Laws and Disputes:

- i. This shall be construed and governed by the Laws of the India and the parties hereby submit to the exclusive jurisdiction of the Delhi Courts of Law;
- ii. Any matter, which is not stipulated in the Agreement, shall be settled in good faith by discussion amongst the parties in a spirit of understanding and co-operation;

(RAJESH LAL)

Under Secretary
Indian Council of World Affairs,
Sapru House, Barakhamba Road
New Delhi - 110001
Tel No. 2375 3615

Fax No. 2331 0638

----- End of Section II -----

Technical Offer

1. Name of the Company				
2. Address (with Tel. No., Fax No. & e-mail address)				
3. Contact person				
4.(a) The number of years of experience in Live Webcast Services				
(b) Total value per year of Live Webcast business in respect of the last 3 years	<table border="1"> <tr> <td>2015-16</td> </tr> <tr> <td>2016-17</td> </tr> <tr> <td>2017-18</td> </tr> </table>	2015-16	2016-17	2017-18
2015-16				
2016-17				
2017-18				
(c) List of Customers including Govt. Offices in Delhi				
5. (a) Registration Number				
(b) PAN Number				
(c) GST Number				
6. Details of Previous Live Webcast Contracts for at least two years.				

Name of organisations	Contact person	Period of AMC	Amount of AMC	Downtime
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7. Period of Bid Validity

8. Confirm the following enclosure along with this format:

- a. Technical literature about Company;
- b. Satisfactory service certificate from the previous customers;
- c. Audited Balance Sheets for last three years;
- d. Certificate of registration with the Registrar of Companies and with the Delhi Sales Tax Department (For Work Contract Tax); ESI and PF Registration of employees;
- e. Escalation matrix for problem resolution (The matrix shall include a senior officer in the Head Office of the Company, designation, phone no., fax no. And e-mail address of the officer mentioned in the escalation matrix);
- f. Statement containing information required in para 3.11 (v); (vi); (vii); (xi) & (xv) of the Tender Document;
- g. Self attested photocopies as required in para 3.11 (xiv) of the Tender Document;
- h. Self-attested certificate as required in para 3.11 (xii) of the Tender Document;
- i. EMD of Rs 10,000/-;

Declaration

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any stage, the company shall be black-listed and shall not have any dealing with the Indian Council of World Affairs in future.

(Signature of authorised signatory)

Financial Offer

1.	Name of the Company	
2.	Address	
3.	Tel.	
	No.	
4.	Fax	
	No.	
	Contact Person	

5. Rate for Live Webcast as per BoQ**NOTE:**

1. The quoted rates are all inclusive of all taxes etc.
2. Pre event, during the event and Post event Activities are included in quoted rate.

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any stage, the company shall be black-listed and shall not have any dealing with the Indian Council of World Affairs in future.

(Signature of authorised signatory)

PERFORMA FOR PERFORMANCE BANK GAURANTEE

(On Non-judicial paper of appropriate value)

In consideration of the President of India (hereinafter called “The Government”) having offered to accept the terms and conditions of the proposed agreement between and (here in after called “the said contractor(s)” for the (hereinafter called “the said agreement”) having agreed to production of an irrevocable Bank Guarantee for Rs..... (Rupees.....only) as a security/ guarantee from the contractor(s) for compliance of his / her obligations in accordance with the terms and conditions of the said agreement.

1. We (hereinafter referred to as the “Bank”) hereby undertake to pay to the Government an amount not exceeding Rs. (Rupees.....only) on demand by the Government.

2. We do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand from the Government stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).

3. We, the said Bank, further undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this Guarantee being absolute and unequivocal. The payment so made by us under this Guarantee shall be a valid discharge of our liability for payment there under, and the contractor(s) shall have no claim against us for making such payment.

4. We further agree that the Guarantee herein contained shall remain in full force and effect during the period that shall be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the Government under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Government certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s), and accordingly discharges this guarantee.

5. We further agree with the Government that the Government shall have the fullest liberty without our consent, and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for

any time or from time to time any of the powers exercisable by the Government against the said contractor(s), and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the Government or any indulgence by the Government to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties shall, but for this provision, have effect of so relieving us.

6. This Guarantee shall not be discharged due to the change in the constitution of the Bank or the contractor(s).

7. Welastly undertake not to revoke this Guarantee except with the previous consent of the Council in writing.

8. This Guarantee shall be valid up tounless extended on demand by the Council. Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs (Rupeesonly), and unless a claim in writing is lodged with us within six months of the date of expiry or extended date of expiry of this Guarantee all our liabilities under this Guarantee shall stand discharged.

Dated theday of..... For

(Indicate the name of the Bank)

Instruction to bidders

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app> .

REGISTRATION

- 1 Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
- 2 As part of the enrolment process, the bidders will be required to choose a unique user-name and assign a password for their accounts.
- 3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to mis-use.
- 6 Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1 There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- 2 Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3 The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1 Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2 Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4 To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be up-loaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1 Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3 Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4 Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender

documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Other-wise the uploaded bid will be rejected.

- 5 Downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6 The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7 All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Over-all, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Sub-mission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 0120-4200462, 0120-4001002, 0120-4001005, 0120-6277787.

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

Deputy Director General
Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi-110001

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: ICWA/IT/885/04/2018

Name of Tender / Work: - Selection of Agency to Provide Webcasting Services of Council's event on Council's Website, Facebook & Youtube simultaneously

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

_____ as
per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)
