

REQUEST FOR PROPOSAL (RFP)

Request for Proposals (RFP) invited for Selection of Agency for SITC of Software and Service and Support for function, operation and maintenance of Social Media Communication Hub, Ministry of Information and Broadcasting, Government of India

RFP Ref No: BECIL/Social Media/MIB/02/2018-19 Dated 25th April 2018



Broadcast Engineering Consultants India Limited
(A Government of India Enterprise)
(A Mini Ratna Company)

Head Office: 14-B Ring Road, IP Estate, New Delhi- 110002
Tel: 011 23378823 Fax: 011 23379885

Corporate Office: BECIL BHAWAN, C-56-A/17, Sector-62, Noida-201 301
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[Invitation to Bid \(ITB\) /Request for Proposal](#)

Request for Proposal (RFP) invited for SITC of Software and for service and support for function, operation and maintenance of Social Media Communication Hub, Ministry of Information and Broadcasting, Government of India.

- 1) BECIL, a Public Sector Enterprise, under the Ministry of Information and Broadcasting, on behalf of the Ministry of Information and Broadcasting, Government of India invites proposals from eligible bidders/Agencies for the above mentioned project. BECIL has been engaged by the Ministry of Information and Broadcasting to undertake the bid process management and execute the project and functioning, operationalization and maintenance of the social media communication hub (hereinafter referred to as “**Project**”).
- 2) Bidding will be conducted through the Two Envelope Competitive Bidding procedures specified in the GFR Procurement Manual/BECIL Purchase procedure, and are open to all eligible Bidder/Agency as defined in this ITB.
- 3) Interested eligible Bidder/Agency may obtain further information by email at **itprojects@becil.com** .
- 4) Qualification requirements are specified in the ITB
- 5) Bids must be delivered as specified in the Instructions to Bidder/Agency of this ITB (please read this part carefully). Late bids will be rejected.

Summary

Section I. General Information & Instructions to Bidder/Agency

This Section provides information to help Bidder/Agency prepare their bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of Contracts. Section I contains provisions that are to be complied without modification.

Section II. Technical System Requirement

This Section includes Generic and Technical requirements of the project, List of Software and Technical Specifications of the Software to be procured.

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A. RFP SCHEDULE AND CRITICAL DATES

The RFP tentative schedule and critical dates are shown below:

| | EVENT | DATE |
|-----|---|---|
| 1 | RFP reference No.- and Date | BECIL/Social Media/MIB/02/2018-19 Dated 25th April 2018 |
| 2 | Issue of RFP documents to Prospective Bidders | 25th April 2018 |
| 3. | Pre Bid Meeting | 02 nd May 2018 at 15:00Hrs |
| 4. | Venue for Pre Bid Meeting | BECIL BHAWAN, C-56- A/17, Sector -62, Noida 201 301,Uttar Pradesh |
| 5. | Submission of Proposals/bids | 17th May 2018 up to 13:00 hrs |
| 6. | Venue for Submission and Opening of Bids | BECIL BHAWAN, C-56- A/17, Sector -62, Noida 201 301,Uttar Pradesh |
| 7. | Opening of Technical Bids | 17th May 2018 up to 15:00 hrs |
| 8. | Technical evaluation of bids | To be intimated |
| 9. | Presentation of proposed software by technically qualified Bidders | To be intimated |
| 10. | Opening of Financial Bid | To be intimated |
| 11. | Commercial Bid evaluation | To be intimated |
| 12. | Award of Purchase Order | To be intimated |

BECIL reserves the right to amend the RFP tentative schedule and critical dates. Original tender document against a fee of **Rs. 15,000/- (Rupees Fifteen Thousand only)** can be purchased from the address given as under:

**BECIL BHAWAN,
C-56- A/17, Sector -62,
Noida 201 307
Tel. No. 0120 - 4177850
Till 17th May 2018 up to 13:00 hrs**

The tender document can also be downloaded from our website www.becil.com and if so, a

Demand draft of **Rs 15,000/- (Rupees Fifteen Thousand only)** towards tender fee must be submitted along with the bid otherwise the bid will be rejected.

Demand Draft should be in favor of “**Broadcast Engineering Consultants India Limited**” payable at New Delhi.

No tender document will be issued after the last date as mentioned above.

B. INTENT OF THE REQUEST FOR PROPOSAL

In order to supply the software to Social Media Communication Hub of MIB for Selection of Agency for SITC of Software and service and support for function, operation and maintenance of Social Media Communication Hub, Ministry of Information and Broadcasting, Government of India, it is proposed to select an Bidder, which will be responsible for the supply and installation of required software.

The selected Bidder must have all the facility and solution in-house, so that the “project” must be made operational within the stipulated time frame and is to keep it functional thereafter .

All other requirements such as essential equipment / hardware, software, networking and required services etc including bandwidth will have to be provided by the selected bidder. Bidder must have expertise in these works.

C. PROCEDURE AND TERMS & CONDITIONS

1. The proposal is to be submitted in **TWO BID SYSTEM** with **separate Technical and Financial bid** under separate sealed covers.

2. TWO BID SYSTEM

All bidders are required to submit their offer in two covers as under:-

2.1 **Technical Bid** should contain the following:-

- (i) Tender documents along with Bill of Material duly completed, signed & stamped but **WITHOUT INDICATING THE RATE QUOTED.**
- (ii) The technical details of the software offered along with the supporting original technical literature, Leaflets, Brochure etc. in duplicate.

2.2 **Financial bid** should contain the following:-

- (i) Details of rate, taxes, duties, discount, if any, quoted by the bidder. **These details should be submitted on their letter head.**
- (ii) Delivery period / schedule

Both the above mentioned bids should be sealed separately and thereafter be kept in a third cover and sealed again.

This cover should be superscripted with “RFP for Selection of Agency for SITC of Software and service and support for function, operation and maintenance of Social Media Communication Hub, Ministry of Information and Broadcasting, Government of India.” against tender enquiry no. BECIL/Social Media/MIB/02/2018-19, Dated 25th April 2018 and should reach us on or before 17th May 2018 up to 13:00 hrs

The composite bid i.e. rate indicated in the Technical bid openly in tender will be ignored.

Only the first cover i.e. Technical bid shall be opened on the date of opening the Technical bids mentioned in Section- A above.

The words “TECHNICAL BID” should be written clearly and prominently on the First cover along with tender no. and date of opening. Similarly, the words “FINANCIAL BID” should be written clearly and prominently on the second cover along with Tender No. and date of opening of Technical bid.

3. Bid Responses must be addressed to and submitted at the following address:

**The Chairman & Managing Director
Broadcast Engineering Consultants India Ltd,
C-56 A/17, Sector -62, Noida 201 307
Tel: 0120-4177850, Fax: 0120-4177879**

4. The Bids, both technical and the financial, should reach the office of BECIL, on the above address, not later than **17th May 2018 up to 13:00 hrs . Bids received beyond the specified date and time will be treated as rejected.** It is the responsibility of the Bidder to confirm that the bids have been received on time & at the proper place within the specified dates. Facsimile and electronic replies are not acceptable.
5. All bids are to remain valid for **Six months** from the date of opening of Technical Bid.
6. BECIL reserves the right to solicit additional information from Bidders to evaluate which bid best meets the need of the Project. Additional information may include, but is not limited to, past performance records, lists of available items of work that will be done simultaneously with the project, on-site visit and evaluations by BECIL personnel, or any other pertinent information. It will be Bidders; responsibility to check for updated information on BECIL's web site www.becil.com.
7. **Clarification regarding contents of the RFP:** At any time prior to the deadline for submission of bids, the BECIL may for any reason, whether on its own initiative or in response to the clarification request by a prospective bidders, modify the bid document. Such modification/ amendment in the bid document/ RFP at any time prior to the deadline for submission of bid will be uploaded as "corrigendum". Such amendment/modifications shall be binding on all the prospective bidders. BECIL 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 bidder time to take into the consideration the amendments while preparing their bids. A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the BECIL in writing about the clarifications sought not later than 10(ten) days prior to the date of opening of the Bids. (BECIL implies name of the office)
8. clarification should be submitted in writing to
The Chairman & Managing Director
Broadcast Engineering Consultants India Ltd,
C-56 A/17, Sector -62, Noida 201 307 Tel:
0120-4177850 Fax: 0120-4177879
OR mail at
E-mail: itprojects@becil.com
9. **Modification and Withdrawal of Bids** A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the BECIL prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax/e-mail but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the customer not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.
10. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the customer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the

bid will be sought, offered or permitted. The BECIL also reserves the right to call for additional information from the bidders. No post-bid clarification on the initiative of the bidder will be entertained.

11. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.
12. BECIL will make its decision based on the ability of the Bidder(s) to meet our specific needs, technical expertise of the Bidder(s), delivery capabilities, customer references, past satisfactory performance experience, system completeness (which is a must) besides cost.
13. BECIL reserves the right to waive off any deviations, accept the whole or part thereof or reject any or all bids and to select the Bidder(s) which, in the sole opinion of the Project Incharge, best meets the project's interest. BECIL also reserves the right to negotiate with potential bidders so that its best interest to fulfill the need of project is served.
14. All information contained in this RFP, or provided in subsequent discussions or disclosures, is proprietary and confidential. No information may be shared with any other organization, including potential sub-contractors, without prior written consent from BECIL.
15. BECIL reserves the right to either increase or decrease the quantity of any or all the items included in suggestive bill of material which are estimated requirements and therefore open to variation.
16. BECIL reserves the right to alter/modify the scope of work mentioned in this RFP document at any stage of the bidding process and contract.
17. BECIL reserves the right to terminate the contract at any stage of the work by giving 7 days notice if it is noticed that the delay occurred in any of the activities covered under the contract cannot be made good and will affect the overall work schedule. BECIL shall, in such an eventuality, revoke the Performance Bank Guarantee of the bidder. The decision of CMD, BECIL shall be final and binding.
18. In case the Bidder Company goes into liquidation or change in business/management, it will be intimated to BECIL & company will fulfill its commitment in case order is awarded to them.
19. The RFP is issued for "RFP for Selection of Agency for SITC of Software and service and support for function, operation and maintenance of Social Media Communication Hub, Ministry of Information and Broadcasting, Government of India." ***The bidder is responsible for completeness of the project.***
20. **Penalty for use of Undue influence:**

The contractor/supplier undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the customer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or

forbearing to show favour or disfavor to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Contractor/Supplier or any one employed by him or acting on his behalf (whether with or without the knowledge of the contractor) or the commission of any offenses by the contractor or anyone employed by him or acting on his behalf, as defined in chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the customer to cancel the contract and all or any other contracts with the contractor and recover from the contractor the amount of any loss arising from such cancellation. A decision of the customer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Contractor. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the contractor towards any officer/employee of the customer or to any other person in a position to influence any officer/employee of the customer for showing any favour in relation to this or any other contract shall render the contractor to such liability/penalty as the customer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund the amounts paid by the customer.

21. Indemnification:

Contractor agrees to indemnify BECIL from any and all claims, demands, losses, cause of action, damage, lawsuits, judgments, including attorneys' fees and costs, arising out of or relating to the work of Contractor including the works as got done by Contractor through Sub-Contractor(s), *if so appointed by the Contractor. BECIL shall have no role in engaging of sub-contractors by the Contractors and Contractor alone shall be responsible to such Sub-Contractors.*

22. Arbitration:

Any dispute or difference or claim arising out of or in relation to this contract, including the construction, validity, performance or breach thereof, ***shall be settled or decided by any other person to be nominated by CMD, BECIL.*** Arbitration shall be conducted as per Arbitration & Conciliation Act, 1996. The seat of the arbitration shall be at New Delhi and shall be the English language.

23. Jurisdiction

This Agreement shall be construed, interpreted and applied in accordance with, and shall be governed by, the laws applicable in India. The courts at Delhi shall have the exclusive jurisdiction to entertain any matter arising out of or in relation to this Agreement.

24. Conflict of Interest. Bidder/Vendor/Contractor represents and warrants the following:

1 No Conflict of Interest: that Contractor has any business, professional, personal, or other interest into the representation of other clients, that would conflict in any manner or degree with the performance of its obligations under this Agreement.

2 Termination for Material Conflict. If, in the reasonable judgment of the Company, such conflict poses a material conflict to and with the performance of Contractor's obligations under this Agreement, then the Company may terminate the Agreement immediately upon written notice to Contractor;

25. Termination of Contract:

The customer shall have the right to terminate this Contract in part or in full in any of the following cases:-

- (a) The delivery of the services is delayed for causes not attributed to Force Majeure for more than 15 days after the scheduled date of signing of contract.
- (b) The contractor is declared bankrupt or becomes insolvent.
- (c) The delivery of services is delayed due to causes of Force Majeure by more than 01 months provided Force Majeure clauses are included in contract.
- (d) The customer has noticed that contractor has utilized the services of any agent in getting this contract and paid any commission to such individual/company etc.

26. Statutory Duties & Taxes:

- (a) Any change in any duty/tax upward/downward as a result of any statutory variation taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the contractor. Similarly, in case of downward revision in any duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the customer by the contractor. All such adjustments shall include all reliefs, exemptions, Rebates, concession etc. if any obtained by the contractor.
- (b) If it is desired by the Bidder to ask for the GST to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the Bidder are inclusive of GST and no liability will be developed upon the Customer.
- (c) On the Bids quoting GST, the rate and the nature of GST applicable at the time of supply should be shown separately. GST will be paid to the Contractor at the rate at which it is liable to be assessed or has actually been assessed provided the transaction of services is legally liable to GST and the same is payable as per the terms of the contract.

27. Period of Contract:

The contract would be for one year from the effective date of contract. Please note that Contract can be cancelled unilaterally by the customer/buyer in case services are not received as per quality and standard specified in the RFP and contract within the contracted period. The customer/buyer reserves the right to exercise the option clause and repeat order clause as per text given in this RFP.

28. Option clause:

The contract will have an Option Clause, wherein the customer can exercise an option to procure an additional of the original contract in accordance with the same rate, terms & conditions of the present contract. This will be applicable within the currency of contract. The Bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the customer to exercise this option or not.

29. Repeat Order Clause:

The contract will have a Repeat Order Clause, wherein the customer can order up to same number under the present contract within currency of the contract at the same rate, terms & conditions of the contract. The Bidder is to confirm acceptance of this clause. It will be entirely the discretion of the customer to place the Repeat Order or not.

- 30.** Data/content generated (i.e. graphics, video, reports etc.) by the engaged agency during contract period with MIB/BECIL, shall not be misused or shared with any third party.

D. ELIGIBILITY CRITERIA

1. For Purchase of Tender document, bidder will have to pay a **Tender fee of Rs. 15,000/- (Rupees Fifteen Thousand only)** in form of Demand draft in favour of **Broadcast Engineering Consultants India Limited, New Delhi.**
2. EMD Amount of Rs. **44,00,000/- (Rupees Forty Four Lakh only)** should be paid only in form of Demand Draft/Bank Guarantee(BG) in favour of **Broadcast Engineering Consultants India Limited, New Delhi. (No other mode of payment will be accepted).** Bids submitted without EMD will be treated as rejected.
3. **The bidder should be registered company in India under Indian Company Act, 1956.** A copy of registration (Company registration) should be submitted.
4. The bidder shall have **in-house software development capability** and facility in India, with a valid **ISO 9001 or 27001** Documentary proof should be submitted.
5. The bidder shall have **CMMi Level 3** certified company. Documentary proof should be submitted.

6. The Bidder must have **direct presence in India with technical manpower and 24 x 7 maintenance supports in multiple locations in India**, and with a collective staff size of at least **30**, Documentary proof should be submitted.
7. The bidder must be engaged in similar kind of work as mentioned under heading “Scope of Work” in India or abroad; **During last 3 years, Bidder/Agency must have successfully completed at least one similar kind of projects (as mentioned in Scope of Work) of value more than or equal to Rs. 2 Cr. (or) two similar kind of projects (as mentioned in Scope of Work) of more than or equal Rs. 1 Cr. with Govt. and private clients in India or abroad.**
8. The bidder must be engaged in similar kind of work as mentioned under heading “Scope of Work” in India or abroad; **During last 5 years, Bidder/Agency must have successfully completed similar projects (as mentioned in Scope of Work) of value Rs 10 Cr. or above (Copy of work order/ performance certificate should be submitted) with Govt. and private clients in India or abroad.**
9. **List of clientele of the firm, along with contact details of clients** for whom the bidder have completed similar kind of project (Copies of work orders from the clients must be enclosed), Snapshots of social media profiles of the clients (number of followers, likes, views etc)
10. **The Bidder should have annual average turnover of at least Rs. 10 Cr. p.a.** each for the last three financial years’ i.e. for FY **2014-15, 2015-16, 2016-17.** (Submit Proof: Annual Audited balance Sheet).
11. **The Bidder should not have been blacklisted** by any government organization. Self-declaration to that effect should be submitted undertaking on a non judicial stamp paper of **Rs 100/- certified by Notary** along with the technical bid.
12. The bidder is required to submit following documents:
 - a) **Copy of PAN No.**
 - b) **Copy of GST**
 - c) **Copy of Audited balance sheet for the financial Year 2014-15, 2015-16, 2016-17 clearing indication profit and loss statement.**And in case any document is not submitted, bid shall stand rejected.
13. A separate **point by point compliance statement** of Scope of Work and Specifications including Bill of Material (BOM) duly signed & stamped by bidder in respect to all points laid down in the SoW & specifications for all the equipment/item(s) must be submitted.
14. The bidder should provide Vender Information with name, address, website and contact details. Format is provided in “**Appendix 3**” of this RFP.

15. The Bidder should provide the Technical/Operational Literature/Manual of the exact System/item/software which has been quoted by the bidder. Technical/Operational Literature/Manual of similar type of item(s)/equipment(s) or same series item(s)/equipment(s) will NOT be considered.

16. All bidders must strictly quote the product as per Serial Number/Heading/ Sub Heading given in BOM of RFP.

E. COMMERCIAL TERMS AND CONDITIONS

Each bidder is required to accept the following terms and conditions:-

| | | | |
|-----------|------------------------------|----------|---|
| 1. | Earnest Money Deposit | : | <p>Each bidder is required to submit Earnest Money Deposit (EMD) of Rs. 44,00,000/- (Rupees Forty Four Lakh only) in the form of Demand draft from scheduled bank in favor of “Broadcast Engineering Consultants India Limited payable at New Delhi” or Bank Guarantee from any of the Public Sector Banks or a private Sector Bank authorized to conduct government business as per Appendix-5. EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization and Micro and Small Enterprises (MSEs) as defined in MSEs Procurement Policy issued by Department of MSME as per Rule 170 of GFR-2017. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender</p> <p>EMD will not be accepted in any other form. Bid without EMD will not be accepted. No interest is payable on EMD amount.</p> <p>Beneficiary Details:</p> <p>Beneficiary Name : Broadcast Engineering Consultants India Limited Address: 14-B, Ring Road, Indraprastha Estate, New Delhi-110002</p> <p>IFSC Code is - CORP0000371</p> |
|-----------|------------------------------|----------|---|

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| 2. | Prices | : | <p>The Prices should be quoted in Indian Rupees only and prices should be FOR destination at site (MIB/ BECIL's Stores at 14-B, Ring Road, I.P. Estate, New Delhi -110002.</p> <p>The prices should be quoted exclusive of taxes and all applicable taxes should strictly be mentioned as per format given in Table 2 at Point G of Section I of this RFP.</p> <p>In case, taxes are not mentioned in Financial bid, Rates shall be considered inclusive of taxes.</p> |
| 3. | Payment Terms | : | <p>A) SITC of Software/Tool at Social Media Hub of MIB:</p> <p>20 % payment will be released after Successful supply, installation, Testing, commissioning of Software at client site on the basis of Completion Certificate issued by Client/ Site Incharge, BECIL.</p> <p>50% Payment will be released against Customization of software as per client requirement and GO Live of project on the basis of Acceptance Certificate issued by Client/ Site Incharge, BECIL</p> <p>Balance 30% payment will be released after 180 days of successful Running of complete Systems along with all software</p> <p>B.) Manpower Services</p> <p>Payment will be released on quarterly basis based on successful monthly commitment, operation and maintenance. Agency should submit quarterly bills with clear indication & full description of professional fee and applicable taxes, duties, etc. separate (if any) along with Certification of separate monthly report for each month duly verified/certified by client (MIB).</p> |
| 4. | Consignee | : | <p>The equipment/Software/item should be consigned to Ministry of Information & Broadcasting C/o Project Manager, BECIL, New Delhi.</p> |
| 5. | Invoicing | : | <p>All Tax invoices should be raised in the name of "Broadcast Engineering Consultants India Limited, 14-B, Ring Road, I.P. Estate, New Delhi -110002"</p> <p>For Ministry of Information and Broadcasting, Govt. of India, New Delhi</p> <p>BECIL GST: 07AAACB2575L1ZK</p> |

| | | | |
|-----|--|----|---|
| 6. | Delivery schedule and Commissioning | : | <p>Delivery schedule and Commissioning :</p> <p>I. The software/material/equipment shall be supplied, installed, tested (as per Client requirement) within 2 weeks from the date of issue of Work order.</p> <p>II. Customization of software as per client requirement and GO Live of project within 6 weeks from the date of issue of work order.</p> <p>III. Services on the Setup/System should start from the date of installation of software.</p> |
| 7. | Guarantee/Warranty | : | <p>The entire setup including Hardware (if any) & Software shall be under guarantee/warranty for period of 12 months from date of Installation, Testing & Commissioning.</p> |
| 8. | Performance Bank Guarantee | : | <p>The successful bidder shall have to furnish a Security Deposit cum Performance Bank Guarantee (PBG)(As per format in Appendix-6) within 2 weeks of release of W.O. in favor of Broadcast Engineering Consultants India Ltd, 14-B, Ring Road IP Estate, New Delhi – 110002 for an amount equal to 10% of value quoted under Heading (D.) Bill of Material , S.N. (A) Social Media Analytics Software & Tool – 1 Year License and it will valid till beyond 3 months of warranty/guarantee period.</p> |
| 9. | Technical/Operational Manual | : | <p>Two print copies of Technical Manual / Operation Manual and one CD version of the same have to be supplied with the equipment. One set of test certificate of each equipment has to be enclosed with shipment and one copy sent to BECIL.</p> <p>All software in original with perpetual license certificate has to be provided wherever possible.</p> |
| 10. | Liquidated Damages (LD) | : | <p>If there is delay in the supply, installation or commissioning of the equipment/items/Software, supplier will be liable to pay LD @ 0.5 % (1/2%) of the order value per week of delay or a part thereof, upto a maximum amount of 5% of order value, after which the order is liable to be cancel.</p> |
| 11. | Penalty Clause | : | <p>In case of unsatisfactory services/work/accuracy of software as per technical specification mentioned in work order/RFP, the supplier/vendor will have to pay a penalty on pro-rata basis upto 5% of the total work order value for services/work/proposed software or part thereof.</p> |
| 12. | Special Terms and Conditions | 1. | <p>BECIL reserve the right to reject/cancel/terminate work order awarded to bidder in case of unsatisfactory customization of software as per the requirement of Ministry of I&B and BECIL will</p> |

| | | | |
|-----|-----------------------------|----|--|
| | | | not release any payment to the bidder/Bidder/vendor in this |
| | | 2. | particular case. BECIL reserve the right to reject/terminate/cancel the bid of the bidder in case of providing wrong/hidden information during submission of bid. |
| 13. | Taxes | : | Taxes as applicable. |
| 14. | Compliance Statement | : | A point by point compliance statement duly signed & stamp by bidder in respect to all points laid down in the Scope of Work and Bill of Material & specifications must be submitted. |
| 15. | SLA Agreement | | An SLA agreement will be signed with the selected Bidder at the time of award of work order. |





Table 1

COMPLIANCE STATEMENT PERFORMA

| Sr. No. | Sr. No. of Specification | Description of Specification | Page number of Specifications in RFP | Compliance (Yes/No) | Deviation ,if any, to the specification | Optional Items ,if any, required for the completeness of system | Features in the offered product in addition to BECIL specs |
|----------------|---------------------------------|-------------------------------------|---|----------------------------|--|--|---|
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F. BIDDERS REQUIREMENT

Bidders are required to complete the BIDDER information forms provided at Appendix 3.

1. Warranty / Guarantee

1.1 Bidder/ System Integrator must provide details and nature of guarantee for deliverables/ services of complete system they are willing to commit.

2. Additional information

Bidders should provide the following additional information.

- 2.1 A copy of the latest / last annual report of the company and wherever applicable of the key principals. This is required, amongst other things, to understand the financial strengths, growth rate etc. of System Integrator (S.I.)s.
- 2.2 List with details (including name of client) of similar work executed in India and abroad.
- 2.3 Particulars of the partners or related / inter-linked company in India for sales, installation / commissioning and support (for Bidder/Agency OR, principals with whom you have a tie-up (in the case of integrators).
- 2.4 Any other detailed information of relevance (such as market shares etc.) with supporting documents or references.

3. Functional Workflow Diagram

Bidder must provide complete functional workflow diagram (specifically as per the BOM of this RFP.

G. PROPOSAL RESPONSE FORMAT

All the bidders are requested to use the same or similar format as given below while submitting the commercial bids. The proposal must be submitted strictly in the following fashion as in Table 2.

1. The proposal shall be submitted in the same envelope at the same time, in two distinct parts: a Technical Proposal and a Commercial Proposal.
2. Proposals are to be prepared on standard 8-1/2" x 11" A4 size paper. Foldouts containing charts, spreadsheets, and oversize exhibits are permissible. The pages should be placed in a binder with tabs separating the sections of the proposal. Manuals and other reference documentation may be bound separately. All responses, as well as any reference materials presented must be written in English.

3. Proposals must respond to the RFP requirements by restating the number and text of the requirement in sequence and writing the response immediately after the requirement statement.
4. Figures and tables must be numbered and referenced in the text by that number. They should be placed as close to possible to the referencing text. Pages must be numbered consecutively within each section of the proposal showing proposal section and page number.
5. Proposals shall be based only on the items contained in this RFP and its standard required accessories. The RFP includes official response to pre-proposal conference questions, addenda, and any other material published by the BECIL pursuant to the RFP. The bidder is to disregard any previous draft materials and any oral representations it may have received. All responses to the requirements in Sections (list appropriate section) of this RFP must clearly state whether the proposal will satisfy the referenced requirements, and the manner in which the requirement will be satisfied.
6. A point by point compliance statement duly signed by bidder in respect to all points laid down in the BOM & specifications for all the equipment/item(s) must be submitted.

TABLE-2

| S.No. | Description | Qty. | Make | Model | Unit Price In INR | Taxes | Total Price In INR |
|--------------------|--------------------|-------------|-------------|--------------|------------------------------|--------------|-------------------------------|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Grand Total | | | | | | | |

H. METHOD OF EVALUATION AND AWARD

Evaluation Criterion

Following is the evaluation process/criteria that will be applied for all the received proposals.

The award criterion will be “the most economically viable & technologically feasible” tender that includes the requested services.

The evaluation will be based on Four-Step process including:

Step-1: Technical Evaluation,

Step-2: Capability Evaluation (Vendor Presentation/Demo)

Step-3: Financial Evaluation, and
Step-4: Combined Final Evaluation

Following sub-sections provide more details on these various evaluation steps.

1. Technical Evaluation (PART-A)

“Following evaluation parameters will be used for Technical Evaluation, and will be applied on all the Technical Proposals:

| S.N. | Parameter | Max mark | Criteria |
|------|--|-----------|--|
| 1 | Relevant Experience during last three financial year i.e. FY 2014-15,2015-16,2016-17 | 10 | If One work order of \geq Rs. 2 Cr. then -10 marks If One work order of \geq Rs. 1 Cr. then-05 marks |
| 2 | Annual Turnover | 20 | Turnover more than 20 cr -20 marks Turnover more than 15 cr -15 marks Turnover more than 10 cr -10 marks |
| 3 | CMMi level | 10 | CMMi level 5 with ISO 27001 or 90001-10 marks CMMi level 3 with ISO 27001 or 90001-05 marks |
| | Total Marks | 40 | |

The above values/sub-scores together will make up the bidder’s Technical Score in PART A. BECIL will utilize grading scale for each of the above parameters to arrive at this score.

Note: Only the Bids equal & above 25 Technical Score in PART -A will be considered and called for next level Presentation/Demo.”

2. Capability Evaluation (Vendor Presentation) (PART-B)

Following evaluation method will be used for Capability Evaluation of the Vendors.

Above qualified/shortlisted Vendor(s) who secured Technical Score above 25 Points will be asked to make presentations &/or demo at BECIL to showcase their experience and execution capability, where the Bidder/Agency is required to address queries/questions/approaches/issues/etc. with respect to the project/technical proposal and its execution.

The Bidders would be required to demonstrate the efficacy of the analytical tool at a live test case on topics such as Union Budget Speech 2018, Budget Analysis 2018, address by Principals of Govt. with stakeholders including industry bodies, sector specific interaction and conclaves, visit of Heads of Government to India etc. During this session, up to **60 Technical Points** would be allocated separately for the Presentation/Demo, and these points will make up the bidder's **Technical Score in PART-B** On the basis of proposed software feature. Points will be awarded as per below parameter:

| S.N. | Parameter | Max mark |
|------|---|-----------|
| 1 | Predictive analysis Live demo | 10 |
| 2 | Machine learning capability Live demo | 10 |
| 3 | Speed of response and volume of conversations Under this efficiency of this tool will be analyzed with respect to a. Quickness of the response after initiating a query on the tool. b. No. of conversations/engagements/references the tool has crawled from social media and World Wide Web. | 10 |
| 4 | Accuracy of Sentiment | 10 |
| 5 | No. of Websites Crawled in a particular time period | 10 |
| 6 | Query writing | 10 |
| | Total Marks | 60 |

Note:

Marks will be awarded on the basis of relative performance of each bidder.

The summation of Technical Score in PART-A + Technical Score in PART-B will become Total Technical Score of the Bidder/Vendor.

Bidders who secure a Total Technical Score equal and above 60 will be considered for the next level evaluation of Financial Bid.

Note: BECIL will NOT bear any expenses incurred by the Vendors for the presentations/demos. The venue for the Presentation/Demo will be intimated to the qualifying vendor(s) prior to this event.

3. Financial Evaluation

Following evaluation method will be used for Commercial/Financial Proposals.

Out of the above qualified Technical Bids with Total Technical Score equal and above 60, The bidder with lowest qualifying financial bid (L1) will be awarded 100% Financial score (amongst the bidders which did not get disqualified on the basis of the below note).

Financial Scores for other than L1 bidders will be evaluated using the following formula:

$$\text{Total Financial Score of a Bidder} = (\text{Financial Bid of L1} / \text{Financial Bid of the Bidder}) * 100$$

This Total Financial Score for each qualified vendor will further be used to calculate the Total Final Score as described in the **Combined Final Evaluation** sub-section below.

Note: Financial Bids that are less than 30% of the median-price will be disqualified, where the median-price is computed by adding all Financial Bid values of ALL the financial qualified bidders and dividing the same by the number of bidders.

4. Combined Final Evaluation

Combined final evaluation as under, will be used to obtain Total Final Score and to select and declare the winner.

With the above obtained Total Technical Score, and Total Financial Score, the Total Final Score will be calculated as per the formula below:

$$\text{Total Final Score} = \text{Total Technical Score} * 0.7 + \text{Total Financial Score} * 0.3$$

The Bidder with the Highest Total Final Score (H1) would be the Winner.

Note: If there is a tie, then the bidder with the Highest Total Technical Score would be the winner.

Note:

**** Factors which will be considered as a part of evaluation amongst others will include the following.**

1. **Product Quality** : Only reputed industry tested service / equipment and solutions with reliability will be accepted, non-standard make/model of equipment/Software will disqualify the proposal technically.
2. **Compatibility** : System is envisaged to be compatible with the other quoted equipment/ Software as well as the existing equipment/ software at Ministry of Information and

Broadcasting.



3. **Up-gradation/ Modular design** : System/equipment/Software should be future looking and open to technology upgradation besides capable of add on facility and features in phased manner.
4. **Assurance of supply/ service** : Bidder technical capability, Quality Service capability, Organizational stability, reliability of equipment and ability to meet timelines.
5. **Software support** : The bidder has to provide that the Software up gradation and spares for Hardware shall be available.
6. **Service Quality** : Guaranteed uptime as specified in the RFP as well as ensuring quality of service signal at New, Media Wing, Ministry of Information & Broadcasting as per specs.
7. **Cost** : As per financial proposal
8. **Experience** : Expertise and experience of the bidder in system / sub system of similar nature.
9. **Delivery Schedule** : Delivery timeline will be critical parameter for evaluation and final decision.
10. **Regulatory** : Should meet the Regulatory compliance, Safety requirements, and Environmental objectives.

SECTION II

TECHNICAL SYSTEM REQUIREMENT

➤ CONTENTS

- A. SCOPE OF WORK
- B. GENERIC CONDITIONS
- C. TECHNICAL CONDITIONS
- D. BILL OF MATERIAL
- E. TECHNICAL SPECIFICATIONS

A.) SCOPE OF WORK

1. Social Media Analytical Tool

A technology platform is needed to collect Digital media chatter from all core Social Media Platforms as well as digital platforms like news, blogs and forums along with a proprietary Mobile Insights platform in a single system providing real time insights, metrics and other valuable data. The platform will be deployed in the private data centre and will need to integrate with the mobile platform database for a seamless view across all data platforms.

The platform is expected to provide automated reports, tactical insights as well as comprehensive workflows to initiate engagement across digital channels. The platform maybe used to disseminate content and hence should support publishing features. The platform should also support easy management of conversational logs with each individual with capabilities to merge it across channels to help facilitate creating a 360 degree view of the people who are creating buzz across various topics.

The platform needs to power a real time New Media Command Room – which basically means the platform should have the ability to analyze as well as visualize large volumes of data across diverse digital platforms in real time. Preference will be given to home grown technologies and partnerships for technology capability should be limited as there will eventually be asks for modifications to the system based on requirement, hence ownership of the code is critical. The platform has to be a proven solution with a track record of similar large scale deployment as well as capabilities.

The social media analytical tool should have comprehensive analytics system to monitor and analyze various aspects of social media communication and World Wide Web. The tool should have the capability to crawl World Wide Web and social media to monitor and analyze various trends emerging as well as to gauge the sentiments amongst netizens. The tool should be comprehensive with the capability to generate reports and do customizations as per the requirements of Ministry of Information and Broadcasting. The tool should act as the guiding tool for Ministry of Information & Broadcasting to understand the impact of various social media campaigns conducted on various schemes run by the Government of India. In addition, the tool should have the capacity to provide inputs to the Ministry on how to improve the reach of various social media campaigns, how to make a particular topic trending and for the overall general improvement of social media campaigns.

- a. Listening and responding capabilities: The platform is expected to not only listen to the standard digital channels listed below but also enable easy extension to integrate proprietary data sources like the mobile insights platform. The following need to be supported:
 - Twitter
 - YouTube

- Google+
 - Instagram
 - LinkedIn
 - Flickr
 - Tumblr
 - Pinterest
 - Play Store
 - eMail
 - News
 - Blogs
 - Forums
 - Complaint Websites
- b. The platform should also be able to respond using the workflow mechanism on the following channels to enable seamless conversations.
- Facebook
 - Twitter
 - YouTube
 - Google+
 - Instagram
 - LinkedIn
 - Play Store
 - eMail
- c. Real time integration for Facebook and twitter needs to be demonstrated. Also the platform will need to demonstrate the ability to configure data collection, actual data collection and insights and response for the platform
- d. **Language Support:** Platform should have support for languages English, Chinese, German, French, Arabic apart from Indian languages like Hindi, Urdu, Telugu, Malayalam, Kannada, Bengali, Punjabi, Tamil and major English.

- e. **NLP Sentiments**: The System should provide a NLP engine which can extract sentiment from the above languages as well as context. The system should also allow for training based on custom dataset to provide for better accuracy with time.
- f. **Location based insights**: Spatial depiction of brand Buzz (mentions) coming from all over the world on a map with ability to get exact location details.
- g. **CRM integration**: System should be extensible to allow for CRM integration to help get the 360-degree view of the customer by integrating CRM data with social profiles. Personalize responses basis the customer loyalty and past behaviors.
- h. **Campaign Management**: Measure the effectiveness of hashtag campaigns and compare the performance of brand campaign with competitors by ingesting relevant keywords. Derive deep performance insights to assess success of campaign on real time basis.
- i. **Multiple Sentiment Analysis**: Need micro-level categorization for mentions around topics, which in-turn should help in efficient decision-making by identifying the key problem areas
- j. **Role Based Interfaces**: Different personnel in the team require to assess the data differently. Platform needs to provide specific role based dashboards and data to various people in the team to increase efficiency
- k. **Real time alerts**: Provide Real time system generated alerts to monitor the digital ecosystem and manage crisis situation effectively. These alerts should be completely configurable.
- l. **Social Scheduling**: System should not only allow to schedule social media posts but also approval systems for the content to enable a maker/checker model
- m. **Feedback Mechanism**: Ability to initiate feedback from the users, the platform should enable the design of the feedback, enabling users to provide feedback and also give analytics around the feedback
- n. **User Content Management**: Platform should enable user content management to allow for tagging/labeling of user content which should be searchable and can eventually be used for content led marketing.
- o. **Influencer Insights**: Platform should be able to identify influencers basis attributes like follower count, klout score or even specific handles to enable insights as well as a priority based workflow engine.
- p. **Conversation Archive** : Ability to see historic conversation of each user in a reverse chronological manner along with the ability to merge conversations across channels
- q. Social Media Command Centre: Command centre should provide Live screens (various different types of visualizations) to power Real-time Monitoring of:
 - Marketing efficiency
 - Influencers
 - Customers (existing/potential)

- Risk Management
 - Competitors
- r. Enable Proactive and Reactive Communication strategy
- Thought Leadership
 - Lead Generation
 - Curating Media & creatives
 - Identifying & Engaging Brand Ambassadors
 - Expectation Management
 - Query resolution
- s. As well as crisis management via alerts and notifications amongst other features
- Crisis Prevention/mitigation
 - Emergency Response Management
 - Strategize recovery for negative publicity
 - Dynamic Inter-agency communication
 - Influencer activation
- t. Software security audit should be done within last **24 months** from the date of deployment. This process should be repeated every two years.
- u. Ability to crawl social media and World Wide Web for data mining. Crawling should be comprehensive and should cover all the major websites and social media handles.
- v. Document or proof of the list of websites including social media sites that are crawled and not crawled by tool. This will help in understanding the reach of the tool.
- w. Comprehensive statistics related to reach, sentiment, trending of topics/ hashtags or social media conversations.
- x. Rule writing capability and the ability to augment data mining relevant to topic or query. The tool should have the capability to write rules as per the requirement of the Ministry.
- y. Detection – Analyze various activities happening on Social Media. Reports should be generated as per requirements regarding the various activities happening in social media space.

- z. Decision – Segregation of activities or social media engagements based on priority/ importance/ requiring action.
- aa. Social Media Trends Monitoring
- bb. Monitoring Social Media Sentiments. The analytics tool should have the capability to categorize social media conversations and other references on the World Wide Web into positive, negative and neutral as viewed/considered by Ministry of Information and Broadcasting.
- cc. Indicators wise monitoring of sentiments of social media conversations and other references on the World Wide Web.
- dd. Tracking of trends, topics, hashtags relevant to the Government related activities
- ee. Analysis of social media campaigns or particular stream of social media activities
- ff. Customization of dashboard through creating Graphical User Interface, GUI, which will enable a comprehensive and user-friendly interaction on various Social Media Platforms through a single interface
- gg. Monitor individual social media user / account
- hh. Message Monitoring – this will help in understanding overall social media response to a message, tweet or data
- ii. Statistical representation of data after analyzing social media conversations and other references on world wide web
- jj. To generate reports in various formats like graphs, charts etc
- kk. This software tool should be able to perform like search engine, which will work both as web crawler and social media crawler and would be able to search various hash-tags, keywords across the social media platforms
- ll. Identification of fake news with particular focus on such conversations on social media and specialized websites.
- mm. Identifying actionable data
 - o Influencer Identification
 - o Actionable data Categorization
 - o Following Enterprise Routing
 - o Following Latest Semantic Analysis

2. Preparation of Analytics reports:

- a. The team of 20 Social Media Analytics Executive should provide reports on sentiment, reach, details related to trending about topics and hashtags as instructed by Ministry of Information and Broadcasting (MIB).
- b. The number of reports would be 6 no. per day, but scalable as per necessity.
- c. The format of report would be as per requirement, but all those reports would be based on inferences from the analytical tool.

3. Pre and Post establishment support:

- a. A team of Social Media Analytics Executive of 20 professionals & domain experts in social media analytics with experience in handling social media analytics tools such as Oracle CRM, Brandwatch etc. and well proficient in Hindi and English languages are to be stationed in the premises of Ministry of Information & Broadcasting which can be scaled up as per the requirement of the Ministry.
- b. The above team would be responsible for generation of reports and handling of the analytical as per instructions of the Ministry. The team should be well competent to work with the software quoted / provided and to well coordinate with Ministry of I & B.
- c. The team of people should be familiar with all aspects of the Analytical tool. The team should be able to prepare reports in different formats on the basis of inferences from the tool on various topics.
- d. Create and publish content on various social media platforms of Ministry of I&B.
- e. The roles and responsibilities, qualifications required for the team is placed at Appendix 4.
- f. A team of Social Media Analytics Executive of 20 professional in two shifts should be present in the office 12* 7. However the support should be available 24*7.

4. Predictive Analytics

What would be the headlines and breaking news of various channels and newspapers across the globe- could be done with knowledge about their leanings, business deals, investors, their country policies, sentiment of their population, past trends etc. NYT, Economist, Time etc. are good examples, what would be the global public perception due to such headlines and breaking news, how could the public perception be moulded in positive manner for the country, how could

nationalistic feelings be inculcated in the masses, how can the perception management of India be improved at the world for a how could the media blitzkrieg of India's adversaries be predicted and replied/neutralized, how could the social media and internet news/discussions be given a positive slant for India.

- a. The software should use variety of statistical techniques from predictive modeling data mining to analyze the current perception and make predictions about the future or unknown events.
- b. The software should analyze the patterns found in historical data to identify potential risks and opportunities.
- c. The Analytics tool should capture relationships between explanatory variables and predicted variables from past occurrences and utilize them to predict the unknown outcome.
- d. The Analytics tool should be able to use machine learning to predict, analyze and help the Ministry of Information and Broadcasting to take informed decisions.
- e. The Analytics tool should create custom predictions based on the perceptions creation/ being created.
- f. Artificial Intelligence (AI) may be used for predictive trends and sentiments over social media.

5. Knowledge Management System

The Enterprise Knowledge Management platform, for creating, capturing, managing, delivering and archiving large volumes of documents and contents. Also, should integrate with other enterprise applications. KMS should handle scanned document images, electronic documents, emails and electronic data Output from other applications with equal efficiency and ease.

- a. The OEM of the products offered should have at least SEI CMMI Level 3 certifications. The proposed system should have the proven scalability and should have at least one live implementation site in India with more than 30 Crore documents archived in enterprise document management repository as well as having user base of more than 5000 users.
- b. The proposed system should be platform independent and should support both Linux and Windows platform. It should support both these platforms with or without virtualization. The proposed system should comply to industry open standards such as ODMA, CMIS, BPMN, BPEL and WFMC.
- c. Inter-operability - The systems must seamlessly integrate with any or all of the existing legacy and Core applications and shall support interface with other open-standard systems. The proposed system shall **support Big Data or NoSQL Database**. The proposed system shall support open, scalable, Multi-tier architecture with each tier fully independent with support for clustering. The proposed scanning, mobile capture solution, knowledge management solution and workflow management system should be commercial of the shelf and from the single OEM only.

- d. The proposed products should be designed **In India or Abroad** (International).
IPR/Authorization of the product should be with Bidder Company
- e. Bidder should propose at least 5 technology consultants as part of implementation services for this project from OEM, who will be directly involved in the project for full time. Provide the authorization letter. The proposed system shall support separate Document/Image server for better management of documents and store only metadata information in **Big Data database**.
- f. Should provide an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution should be from same OEM so as to provide an integrated solution right from capture to archival of documents.
- g. The scanning solution should have the capability to capture the document through mobile devices. Should have a well-defined capture module for support of document processing, validation, index building, and image enhancements.
- h. Should be able to support the capture of digital records of at least the following formats:
- ❖ Emails and attachments
 - ❖ OCR documents
 - ❖ Images - .tiff, jpeg, gif, PDF etc.
- i. The proposed solution should provide for automatic correction of parameters like format/compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc.
- j. Support all the special image enhancement functionality offered by the scanner through the driver interface. Solution shall support Bulk Import of image and electronic documents. Should have capability of automatic segregation of documents/records based on Barcode, Blank page, fixed page and auto Form recognition. Should have the capability of scanning on Linux platform.
- k. Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning etc. and other imaging features like compression and extraction etc. The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.

- l. The mobile capture should support image compression, B/w conversion from color images, G4 compression for B&W, JPEG for color and gray scale, multiple page document capture, auto cropping, auto orientation, perspective correction, noise removal and geo capture. The mobile capture app should have the facility to function both online and offline. Also, the solution should have the facility to provide the features of the Mobile Device Management.
- m. System should be platform independent and should support both Linux and Windows for application server. Solution should have been built using server side java and J2EE technologies. Solution should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server with support for clustering. The system should store only index information in database while images should be stored in separate file server.
Solution should be compliant to ODMA, open source standards. Web Load Balancer should be a part of the system to protect software server and database server from DDoS attack, virus attack, or attack in any other form.
- n. The System shall support categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder. The system shall support multiple databases i.e. **Big Data or NoSQL Database**. The System shall provide facility to link cross-related documents like Application form and Field report, Grievance and reply sent etc. The system shall provide search facility to in the same interface, so that users are able to search the documents to be linked.
- o. The system shall support versioning of documents with facility to write version comments. The system shall allow Locking of documents for editing and importing it back into the system through check-in/Check-out features. Repository should be format agnostic.
- p. System should support configuration of verification processes for different business types. It should be able to handle multi-user environment for processing files related to different business types. While processing a file, all the data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review.
- q. The System shall support inbuilt viewer for viewing Image documents- No third party viewers should be there for viewing of scanned images. Please specify if third party viewers are used and the licensing terms together with cost implication. Even for multi-page document. The download and view should be page by page. System should include mobile app for accessing documents. The system shall facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.
- r. Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents). Document view shall have the provision to draw a line, insert arrows etc. over image document. The system should support viewing and rendering of PDF/A

- documents in inbuilt viewer.
- s. Document view shall have the provision to highlight or hide certain text by drawing line rectangle and solid rectangle. The System shall support for viewing documents in native application. The system shall provide facility of putting text, graphic and image annotations on scanned document pages. The system should have mobile application for retrieval and archiving of documents.
 - t. The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. The system shall support automatic stamping of annotations with user name, date and time of putting annotations. The system shall provide facility for securing annotations for selective users. The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations.
 - u. The System shall provide facility to index folders, files, and documents on user-defined indexes like department, ministry, file number, year etc. The system shall facilitate manual and automatic indexing using OCR functionality or from other applications. The System shall support Automatic full text indexing for Text search.
 - v. The system shall provide extensive search facility to retrieve documents or Folders/Files. The system shall support saving of search queries and search results. The system shall support search for documents or folders on document or folder on profile information such as name, created, modified, or accessed times, keywords, owner etc.
 - w. The Document management system shall support definition of Users, Groups and Roles relation in the system. The system shall support access permissions on Folders, documents and object level. The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download). System shall support for application based rights. The system shall support system privileges like Create/Delete Users, Define indexes etc. The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database
 - x. The system shall have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc. The system shall provide LDAP support for integrating with directory services and shall support single sign on. The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time.
 - y. The System shall support integration with database-based authentication. The system shall support integration with PKI infrastructure as well as bio-metric solution for enhanced

- security.
- z. The system shall support web-based administration module for the complete management of system. The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries. The Admin module shall provide easy to use interface for Index structure definition that can be used by different users.
- aa. The Admin module shall provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated. The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions.
- bb. Reports and Audit Trails Features. The System shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports. The system shall support Extensive Audit-trails at user, Folder and Cabinet levels. The system shall provide facility to generate Audit trails on separate actions, and between specific date/times. The system shall support extensive reporting facility at document, folder and user level. Please specify all inbuilt reports available in the system and also provide effort estimates for new Custom reports to be designed.
- cc. The System shall have audit trail to maintain history of all transactions performed on the system. The system shall give flexibility to administrator to do selective logging i.e. suspend and resume audit trail generation for specific system and user activities. The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance. The system should have the capability to set automatic reminders and alarms to concerned users.
- dd. Should be based on open standards and have API support for data import & export. The System shall provide support to invocation of external programs to perform activities of a process like legacy application screen for data entry. The System shall support integration based on standards such as XML. The System shall support message-based collaboration based on protocols such as HTTP, FTP and SMTP. The System shall support integration with Email Servers. The System shall provide fully functional APIs for Integration. The System shall support Web based interfaces.
- ee. **Mobile Device Management:** MDM should be cloud based management software that is capable of contextually managing and monitoring devices. The solution also should be capable of pushing applications, content and group based messages. The solution should be capable to manage the computing environment through a remote web based control center, capture usage information and also helps to provide a web based MIS dashboard
- ff. **Functional Requirements of Mobile Device Management**
- Profile Management

- Policy Enforcement
- Audit Trail
- Content Collaboration
- Backend Analytics and Dashboard
- Offline Management of

Devices **gg. DELIVERABLES**

- Project Inception Report, Requirement Analysis Report
- System Design Documents
- Knowledge Management System Software Licenses (Installation and Implementation)
- Training and User Acceptance Testing
- Operation and Maintenance

hh. SIZING ESTIMATION REQUIREMENTS

- It is assumed that the requirement would be 1000 concurrent numbers of users who would be using the system.
- The application servers should be configured in active-passive mode.
- The database servers should be configured in active-passive mode.
- The storage for documents & transactions if any would be configured separately on SAN.
- The system should be hosted on Cloud environment.

6. Private Data Centre (Archival Setup)

Bidder/Agency would be responsible for storage of all the Social Media Platform related Data/ Content by means of Offline archival set up based in Social Media Communication Hub (offline). This set-up should have Main and Backup Storage / archival.

Features

| Feature | Description |
|-----------------------------|---|
| Search | |
| Advanced Query Writing | It allows users to write an advanced 4000 character Boolean query. |
| Language Agnostic Querying | A query can be written in any text and as long as that keyword is found on the web and has been crawled by software, it will be fetched as a result. |
| Results | |
| Mention Count | It gives the maximum mentions vs. its peers from the internet for the same query |
| APAC Data Focus | Proposed Software should focus on data crawling in the APAC Regions (Asia Pacific Region) |
| Analytics | |
| Natural Language Processing | Proposed Software NLP and Sentiment Analysis works on a comprehensive library of rules thus taking into account the complete sentence before assigning a sentiment to a statement |
| Rule Writing | Proposed Software should provide an option to write your own rules to define or edit the sentiment or tag of a mention |
| Categorizations | Proposed Software allows categorization of mentions under various topics. This enables users to breakdown a major topic into various heads and allow better contextual analytics. |
| Meta Data | Proposed Software should provides maximum meta-data (data attached with every mention) per mention to help understand the situation better. |

B. GENERIC CONDITIONS

This RFP is for a system that will meet the following basic requirements:-

1. A reliable, redundant system providing an overall system up time should be of highest order as per industrial standards.
2. The quotation should clearly indicate the different components of the total charges.
3. Easy and Economic System Upgradable & Scalable in nature.
4. Use of industry standard hardware and interfaces.
5. Local (or within state wise) support services during the period of hiring.
6. Interoperate with other equipment and technology in future.

7. Model of the equipment should not be more than 3 year old.
8. All software applications should be of latest version at the time of award of Work Order.
9. Bidder should ensure that data (content) should be secured.
10. Pages of Technical Specification, Terms and Conditions and Schedule of Rates should be signed by the authorized signatory as a token of your acceptance
11. The equipments/material provided by the Bidder/Agency should not be an **End of Life type**.
12. Hardware and Software to be compatible with IPv4 as well as IPv6 protocol.

C.) TECHNICAL CONDITIONS

1. Proposed Bill of Material of the system configuration is listed in the Appendix '1'.
2. Proposal should be for a complete system. Incomplete or part component will not be considered.
3. Appendix '2' contains the technical specification for listed equipment/ system.
4. Each equipment/ system/software must be accompanied with operational / technical manual.
5. The electrical load of each equipment is to be specified.
6. Bidder/Agency should submit the detailed system Workflow diagram, Block Schematic, Layout Plan (LOP) etc. for equipments and power supply system along with Technical bid.
7. Bidder/Agency should also submit the PERT Chart indicating the schedule for the commissioning of the project with the terms & conditions as stipulated in the delivery schedule in the SECTION -I, Point E, Clause No. 6.
8. Cross reference in reference of supporting documents should be given with proper page number and volume number.

D. BILL OF MATERIAL

Appendix -1

Bill of Material/ Deliverables

| S.N. | Description | Make / Model | Qty. |
|---|---|--------------|--------------|
| A. Social Media Analytics Software & Tools – 1 Year License | | | |
| (The data/reports or any information generated using the tool should be available with the Ministry even after the period of license/contract) | | | |
| 1.) | Social Media Analytical and Predictive Analysis Tool and other related Software & Tools – (1 Year License) as per Scope of Work and technical specifications. | | 1 lot |
| 2.) | Knowledge Management System (KMS) and Mobile Device Management (MDM) as per Scope of Work and technical specifications. | | 1 lot |
| 3.) | a.) Customization of Software/Tools and required necessary hardware to operate the Social Media Communication Hub. b.) Installation, Testing, commissioning, of system Facility including Software. c.) Training to Ministry I & B officials. | | 1 lot |
| B. Manpower Services & support | | | |
| 1.) | Charges for 20 Social Media Executives {Analytics team (8) and KMS team (12)} for social media monitoring and engagement in two shifts should be present in the office 12* 7. However the support should be available 24*7 at Social Media Communication Hub for Ministry of Information and Broadcasting, | | 20 nos. |
| 2.) | Charges for One Social Media Executive (SMEs) in each 716 District across the country for collecting Regional Media and local event data | | 716 nos. |

E. TECHNICAL SPECIFICATIONS

TECHNICAL SPECIFICATIONS/REQUIREMENT

A. Software

I. Services- Monitoring

1.) Customer Relationship Management

a. Customization of Dashboard for Social Media Analytics tool

Number of Variables
Number of windows
Graphical presentation

b. User Friendliness

c. Location of Server Space: The location is preferably in India

d. Association with major Social Media Platforms.

Mention the direct association of the CRM with facebook, twitter etc. for Real time access of content

e. Broad coverage (capability to crawl Internet)

Crawling capability of the CRM
Number of Websites; Type of Sites e.g. Social Media, News sites, static sites etc.
Search Results for keywords
Software should have capabilities to generate list of websites crawled and list of not crawled

f. Deep Coverage (Capability to crawl website)

Crawling strength of the CRM (Capability to access content from the website- strength of the crawler)
Advanced search Capability

g. Whether following Global standards of crawling;

Details of such standards and self certification from Bidder/Agency

i. Reports generation

Social Media Sample Reports generated on Daily, Weekly and Monthly basis
 Sample Message based and Account based reports Sample Event based
 Reports

j. Multiple accounts

Number of user accounts handled by the CRM

.....

II. Services-Response Management

1.) Capabilities

a. Customization of Dashboard for Social Media Analytics tool

Number of Variables
 Number of windows
 Graphical presentation

b. User Friendliness

c. Location of Server Space: The location is preferably in India

d. Response Management

Segregation, analysis and grouping of responses
 Capability of Early Warning system based on trend tracking and analysis

e. Multiple Platforms

Mention the platforms for simultaneous uploading of content

f. Multiple accounts

Number of user accounts handled by the Software / tool

III. Features

| Description |
|-----------------------------|
| Coverage |
| Twitter Any Page Analytics |
| Facebook |
| Facebook Any Page Analytics |
| Social Media |
| Review Sites |

| |
|---|
| Photos Sites |
| Video Sites |
| News Sites |
| Blogs |
| Forums |
| Communities |
| Comments |
| Other Sites |
| Languages Crawling |
| Data |
| Query |
| Sample Query Results |
| Boolean Operators |
| More Details |
| |
| Metadata |
| Timestamp |
| Page type |
| Location (continent, country, region, city and geolocation) |
| Sentiment (positive, negative or neutral) |
| Twitter engagement metrics (RTs, replies and impressions) |
| Author name |
| Author demographics (gender, interests and profession) |
| Visitors |
| Backlinks |
| Mozrank |
| Impact Scores |
| Location Data |
| Geo-coordinates |
| Location text (e.g. Twitter bio) |
| Timezone |
| Top-level domains (e.g. .co.uk, .ca, .mx, .es) |
| Geo-IP of the website host |
| Analysis |
| Default Dashboard Templates |
| Summary |
| Facebook Analytics |
| Twitter |
| Demographics |

| |
|--|
| Influences |
| Public Relations |
| Reputation |
| Trends |
| Blank |
| Stacked bar charts |
| Horizontal bar charts |
| Percentage horizontal bar charts |
| Pie charts |
| Line charts |
| |
| Time specific charting |
| Minute |
| Hour |
| Day |
| Week |
| Month |
| Hour of the Day |
| Day of the Week |
| Exports |
| PNG |
| JPG |
| CSV |
| XLS |
| PPT etc. |
| Categories |
| Subcategories |
| Tags |
| Topic Data |
| |
| Topic Analysis |
| Zoom-in/Zoom-out |
| Data behind cloud |
| Category Cloud |
| Tags Cloud |
| Sentiment Cloud |
| Emotion Cloud |
| Trends |
| Topic Comparison |
| List Creation List Based Analysis |

| |
|---|
| Website List |
| Author List |
| Influencer List |
| Employee List |
| Location List |
| Customer List |
| Filters Sentiment & Page Type |
| Sentiment |
| Page type |
| Exclude page type |
| Author |
| Author name free text (with or without exact match) |
| Author lists |
| Exclude Author lists |
| Forum thread |
| Post volume (min and max) |
| View volume (min and max) |
| Blog |
| Comments per posts (min and max) |
| Twitter |
| Retweets (min and max) |
| Reach score (min and max) |
| Total tweets (min and max) |
| Following (min and max) |
| Followers (min and max) |
| Influence (min and max) |
| Impressions (min and max) |
| Minimum outreach |
| Maximum outreach |
| User role |
| Account type |
| Gender |
| Profession |
| Exclude profession |
| Interest |
| Exclude interest |
| Author locations |
| Exclude Author locations |
| Site |
| Minimum Mozrank |

| |
|-----------------------------------|
| Maximum Mozrank |
| Backlinks (min and max) |
| Site Lists |
| Exclude Site Lists |
| Location |
| Locations |
| Exclude locations |
| Site visitors |
| Visitors per month (min and max) |
| Average visits (min and max) |
| Average pages (min and max) |
| Average time (min and max) |
| Minimum percentage male |
| Minimum percentage female |
| Workflow |
| Assignment |
| Checked |
| Priority |
| Status |
| Category |
| Category |
| Exclude Category |
| Facebook |
| User role |
| Mention type |
| Media type |
| Likes (min and max) |
| Comments (min and max) |
| Shares (min and max) |
| Related Features |
| Filtering and lists |
| Data management |
| Metadata |
| |
| |
| Alerts, Signal and Reports |
| Email Alerts |
| Custom Alerts |
| Threshold Alerts |
| Viral Alert |
| Custom Signal |

| |
|------------------------------|
| Automated Reports |
| |
| Users and Permissions |
| Admin |
| Regular |
| Analyst |
| Analyst+ |
| View Only |
| Image Search |
| APIs |
| Integrations |

SECTION III

ENCLOSURES

CONTENT

- A. BIDDER/AGENCY INFORMATION FORMAT**
- B. CUSTOMER REFERENCE FORMAT**
- C. ENCLOSURES**

A. BIDDER/AGENCY INFORMATION

Short Responses can be placed within the cells provided in the tables below. Additional Information can be attached as appendices, but should be explicitly referenced from within the appropriate cells.

BIDDER/AGENCY INFORMATION FORM

GENERAL INFORMATION

| | |
|--------------------|--|
| BIDDER/AGENCY Name | |
| Corporate Office | |
| Address | |
| Web | |
| E-mail | |
| Telephone | |
| Fax | |

COMMERCIAL INFORMATION

| | |
|-----|--|
| PAN | |
| GST | |

PRIMARY BIDDER/AGENCY CONTACT OR SALES REPRESENTATIVE

| | |
|----------------|--|
| Name and Title | |
| Address | |
| E-mail | |

| | |
|------------------|--|
| Telephone/Mobile | |
|------------------|--|

| | |
|-----|--|
| Fax | |
|-----|--|

PERSON(S) AUTHORIZED TO NEGOTIATE AND MAKE COMMITMENT

| | |
|----------------|--|
| Name and Title | |
|----------------|--|

| | |
|---------|--|
| Address | |
|---------|--|

| | |
|--------|--|
| E-mail | |
|--------|--|

| | |
|------------------|--|
| Telephone/Mobile | |
|------------------|--|

| | |
|-----|--|
| Fax | |
|-----|--|

DESIGNATED TECHNICAL CONTACT FOR RESPONSE CLARIFICATION AND QUESTIONS

| | |
|----------------|--|
| Name and Title | |
|----------------|--|

| | |
|---------|--|
| Address | |
|---------|--|

| | |
|--------|--|
| E-mail | |
|--------|--|

| | |
|------------------|--|
| Telephone/Mobile | |
|------------------|--|

| | |
|-----|--|
| Fax | |
|-----|--|

| | INFORMATION ITEM | BIDDER/AGENCYRESPONSE |
|----|---|------------------------------|
| 1. | Date your company was incorporated | |
| 2. | Number of people employed by your company and how many are in the following areas: -Pre-Sales and Marketing -Research and Development | |

| | | |
|----|---|--|
| | -Post-Sales Support -Technical Support -Training and Consulting -Management -other | |
| 3. | Company's sales revenues for the last three fiscal years. | |
| 4. | Number of implementations conducted for customers in the last three Financial years. Group these implementations by numbers of end-users, dollar cost of engagements, and scope of engagements. | |
| 5. | Indicate your agreement not to share the contents of this RFP with any other organization, including potential subcontractors, without written permission from the RFP coordinator. | |
| 6. | Optionally, provide any additional background information about your company that the BECIL would find useful in its deliberations. | |

B. CUSTOMERS REFERENCES:

Provide at least three references with comparable network size and complexity for whom you have provided similar implementation and / or integration services . Please use this format for your response.

| ITEM | BIDDER/AGENCYRESPONSE |
|--|------------------------------|
| REFERENCE 1 | |
| Company / Institution Name Address Scope of Project Dates of Engagement Contact Name and Title | |

| | |
|---|--|
| E-mail Telephone | |
| REFERENCE 2 | |
| Company / Institution Name Address Scope of Project Dates of Engagement Contact Name and Title E-mail Telephone | |
| REFERENCE 3 | |
| Company / Institution Name Address Scope of Project Dates of Engagement Contact Name and Title E-mail Telephone | |

Appendix-4

Social Media Analytics Executives at Delhi

1. 20 Social Media analytics Executives will be engaged for Social Media Analysis, content generation and preparation of reports in various formats as required.
2. It is the responsibility of the bidder to recruit the Social Media analytics Executives and to confirm the qualifications as specified with BECIL before recruitment.
3. The payment to the bidder for Social Media analytics Executives component would be based on the performance of the team in handling the tool, analysing social media conversations, preparing reports, publishing content as assessed Ministry of Information and Broadcasting.

Roles and Responsibilities

The Social Media Analytics Executive (SMAE) will:

- Create and publish content on various social media platforms of Ministry of I & B.
- Create and publish content, reports, replies etc. on the basis of actionable/ inferences from the analytics tool.
- Analyse social media conversations and provide social media feedback
- Prepare social media reports in various formats as required
- Any other responsibilities for this role will be assigned as necessary/appropriate.
- Any kind of support with regard to smooth functioning of items/software development.

Recruitment Criteria

- Graduation from a UGC recognized University in India. Good knowledge/experience in media would be desirable.
- Proficient in using social media analytics and firsthand knowledge in all aspects, components, features and handling of the analytical tool quoted.
- Proficient in English and Hindi in speaking, reading, writing and typing.
- Must be comfortable in using the World Wide Web to find information.
- Must be conversant with social media platforms such as Facebook, Twitter, YouTube etc.
- Professional experience in managing social media presence for client organizations is desirable.
- Proficient in Office Applications like MS Office.
- Should have minimum 1 year 6 month experience in the field of Social Media communication preferably in Social Media Analytics software such as Oracle CRM, Brandwatch etc.

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

(on Rs 100 Non Judicial Stamp Paper)

Bank Guarantee No. -----

Ref.

To

Broadcast Engineering Consultants India Limited

14B IP Estate , Ring Road

New Delhi.

Dear Sir,

Whereas The Broadcast Engineering Consultants India Limited, New Delhi (hereinafter called the "tenderer/Purchaser") include all its successors, administrators, executors and assignees has invited bids dated for _____ vide Tender reference No.

KNOW ALL MEN by these presents that We M/s _____ (hereinafter called the "Bidder") and include alt its successors, administrators executors and assignees having Head Office/ Registered office at _____ have submitted a quotation Reference No.

_____ and Bidder having agree to furnish as a conditions precedent for participation in tender as unconditional and irrevocable bank guarantee of Rs _____ (Rupees _____ only) for the due performance of Bidder's obligations as contained in the terms of the Notice inviting tender and other terms and conditions contained in the tender Documents supplied by the BECIL specially :

The Conditions of obligations are-

- i) If the Bidder withdraws or amends, impairs or derogates from the Bid in any respect within the period of validity of this tender.

- ii) If the Bidder having been notified of the acceptance of his tender by the Buyer during the period of its validity.

a) If the Bidder fails to furnish the Performance Security for the due performance of the contract.

b) Fails or refuses to accept/execute the contract.

2. Therefore, we _____ (indicate the name of Bank) under the laws of _____ having head/registered office at (hereinafter referred to as the "Bank") which expression shall, unless repugnant to the context or BECIL thereof, include all its successors, administrators and executors hereby issue irrevocable and unconditional bank guarantee and undertake to pay immediately on first demand in writing Rupees all money to the extent of Rs _____ (Rupees _____ only) at any time immediately on such demand without any demur, reservations, recourse, contest or protest and/ or without any reference to the Bidder and any such demand made by the BECIL on the bank shall be conclusive and binding notwithstanding any difference between the BECIL and the Bidder or any dispute pending before any court/arbitrator or any other matter whatsoever. We also agree to give that Guarantee herein the BECIL in writing. This guarantee shall not be determined/discharged/affected by the liquidation, winding up, dissolution or insolvency of the Bidder and will remain valid, binding and operative against the bank.

3) We _____ (Bank name) further agree that this guarantee shall not be affected by any change in our constitution, in the constitution of the BECIL or that of the Bidder. We _____ Bank name) also undertake not to revoke, in any case, this Guarantee during its currency.

4) The bank agree with the BECIL that the BECIL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms of the tender or get extension of the validity period from time to time. We shall not be relieved from our liability by reason of any such variation or extension of the validity period or for any forbearance, act of omission and commission on the part of the BECIL or any indulgence shown by the BECIL to the said Bidder or by any such matter or thing whatsoever which under the law relating to sureties, would, but for this provision, have the effect of so relieving us.

5) This guarantee will remain in force upto _____ and any demand in respect thereof should reach the Bank not later than _____.

6) Notwithstanding anything contained herein above.

(i) Our liability under this guarantee shall not exceed Rs. _____/- (Rupees _____ Only)

(ii) This Guarantee shall be valid up to and including _____ and

(iii) We are liable to pay the guaranteed amount or any part there of under this Bank Guarantee only and only if you have served upon us a written claim of demand on or before expiry of this guarantee i.e. _____ .

Dated the day _____(year)

PERFORMANCE BANK GUARANTEE FORMAT

(on Rs 100 Non Judicial Stamp Paper)

No.....

Dated:.....

The Chairman & Managing Director,
Broadcast Engineering Consultants India Limited,
14-B, I.P.Estate, Ring Road,
New Delhi

1. Against purchase order no. _____ dated _____ for _____ (hereinafter called the said contract) entered into between Broadcast Engineering Consultants India Ltd. (BECIL), 14-B, Ring Road, I.P. Estate, New Delhi (herewith called the Purchaser) and _____ (hereinafter called the supplier), this is to certify that at the request of the supplier we _____ (hereinafter referred to as the Bank), do as primary obligor and not merely as surety, hereby irrevocably unconditionally and absolutely undertake against any loss or damage caused to or suffered or would be caused to or suffered by the Purchaser by reason of any failure of the supplier to perform or omission or negligence to perform any part of his/their obligation, viz. the performance of the contract till warranty period, to the satisfaction of the purchaser in term of the contract.
2. We _____ do hereby undertake to pay the amount due and payable under this guarantee without any demur merely on a demand from the Purchaser stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Purchaser by reason of any breach by the said supplier (s) or any of the terms and conditions contained in the said contract or by reason of the supplier(s) failure or omission or negligence to perform the said contract till warranty period or any part thereof. Any such damage made on the bank shall be conclusive as regards the amount due and payable by the bank upon this guarantee, which shall not be considered as satisfied by any intermediate payment or satisfaction of any part of or obligation hereunder. However, our liability under this guarantee shall be restricted to an amount not exceeding _____

3. We undertake to pay to the Purchaser any amount so demanded by the Purchaser, notwithstanding:
- (i) Any dispute or difference between the Purchaser or the supplier or any other person or between the supplier or any person or any suit or proceeding pending before any court or tribunal or arbitrator relating thereto, or
 - (ii) The invalidity, irregularity or unenforceability of the contract or
 - (iii) Any other circumstances which might otherwise constitute discharge of this guarantee including any act or omission or commission on the part of the Purchaser to enforce the obligation by the Purchaser or any other person for any reason whatsoever.
4. We _____ further agree that the Guarantee herein contained shall be contained one and remain in full force and effect during the period that would be taken for the performance of the said agreement till warranty period and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said agreement till warranty period have been fully paid and its claims satisfied or discharged or till BECIL certifies that the terms and conditions of the said agreement till warranty period have been fully and properly carried out by the said supplier and accordingly discharge this guarantee.
5. We _____ hereby agree and undertake that any claim which the bank may have against the supplier shall be subject and subordinate to the prior payment and performance in full of all the obligations of the bank hereunder and the Bank will not, without prior written consent of the Purchaser, exercise any legal rights or remedies of any kind in respect of any such payment or performance so long as the obligations of the Bank hereunder remaining owing and outstanding regardless of the insolvency liquidation or bankruptcy of the supplier or otherwise howsoever. We will not counter claim or set off against its liabilities to the Purchaser with it.
6. We _____ further agree with Purchaser that the Purchaser shall have the fullest liberty without or consent and without effecting 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 suppliers from time to time or to postpone from any time or from time to time and of powers exercisable by the Purchaser against the said suppliers and 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 suppliers or for any forbearance, act or omission on the part of the Purchaser or any indulgence by the Purchaser to the said suppliers or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.
7. This guarantee will not be discharged due to the change in the constitution of the Bank or the supplier

8. We _____ - lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Purchaser in writing.
9. Notwithstanding anything contained herein above.
- i. Our liability under this guarantee shall not exceed _____)
 - ii. This guarantee shall be valid up to and including _____; and
 - iii. We are liable to pay the guaranteed amount or any part there of under this Bank Guarantee only and only if you have served upon us a written claim of demand on or before expiry of this guarantee.

Dated the..... date of.....

C. CHECK LIST

A. Please ensure that following documents have been enclosed along with the bid proposal.

1. Proof of payment for fee of Rs 15,000/- for purchase of tender document in the form of cash receipt or bank draft for tender documents downloaded from site.
2. Bank draft or BG for Rs. 44, 00,000/- towards Earnest money deposit.
3. Documentary proof along with the completion certificate of the project executed successfully related to installation & commissioning of setup.
4. The copy of certificate of incorporation, PAN No., GST should be enclosed.
5. ISO certificate, CMMI level certificate
6. A separate point by point compliance statement duly signed & stamp by Bidder/Agency in respect to all points laid down in the Bill of Material & specifications for all the equipment/item(s) must be submitted.
7. A copy of the audited balance sheet for last three year of the company.
8. Particulars of the partners or related / inter-linked company in India for sales, installation / commissioning and support (for Bidder/Agency) OR, principals with whom you have a tie-up (in the case of integrators).
9. Separate list of items recommended by Bidder/Agency, which in the opinion of the Bidder/Agency have been left out.
10. Detailed bill of material duly filled, signed & stamped in giving the offered material / equipment etc strictly as per the bill of material included in the tender document.
11. Full technical details of the offered Software.
12. BOM must be strictly quoted as per serial No./Heading/Subheading given in RFP
13. Schematic work flow diagram and Block Diagram must be provided
14. Duly signed and stamped compliance statement item wise with respect to BOM & technical specifications highlighting deviation, if any.
15. **No cost details are to be included in the technical bid under any circumstances.** The signed and stamped copies of the technical bid containing requisite documents are to be sealed in separate envelope and marked appropriately.

16. The financial bid shall contain exactly similar offered bill of material included in the technical bid but with full details on the rates, total cost. Only one copy of financial bid duly signed and stamped is to be sealed in a separate envelope and marked accordingly.
17. Both technical & financial bids in respective sealed envelopes are to be further sealed in an envelope and should be superscripted at the top as:

“Tender for Selection of an Bidder/Agency at Social Media Communication Hub for Monitoring services related to 24x7 function, operation and maintenance for new media wing of ministry of Information and Broadcasting, Govt. of India and supply, installation, testing of software.” against tender enquiry no. BECIL/Social Media/MIB/02/2018-19 Dated 25th April 2018, so as to reach BECIL on or before 1300 Hrs on 17th May 2018.

18. The tender has to be addressed to

**The Chairman & Managing Director
Broadcast Engineering Consultants India Ltd,
C-56 A/17, Sector -62, Noida 201 307
Tel: 0120-4177850
Fax: 0120-4177879**

and the delivery of the same must be ensured at this office before **13:00 hours on 17th May 2018.**

19. Interested eligible Bidder/Agency may obtain further information by email at **itprojects@becil.com** .

