

Request for Empanelment (RFE)

for the selection of Event Management and Creative & Media Agencies for NIELIT

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1. Introduction

National Institute of Electronics & Information Technology (NIELIT), erstwhile DOEACC Society), an Autonomous Scientific Society under the administrative control of Ministry of Electronics & Information Technology (MeitY), Government of India, was set up to carry out Human Resource Development and related activities in Information, Electronics & Communications Technology (IECT). NIELIT is engaged both in Formal & Non-Formal Education in IECT besides development of industry-oriented quality education and training programs in the state-of-the-art areas. NIELIT is also one of the National Examination Body, which accredits institutes/organizations for conducting courses in IT in the non-formal sector.

As on date, NIELIT has Fifty-One(51) centers located at Agartala, Aizawl, Ajmer, Alawalpur (Saksharta Kendra), Aurangabad, Bhubaneswar, Calicut, Chandigarh, Chennai, Chuchuyimlang, Churachandpur, Daman, Delhi, Dibrugarh, Dimapur, Gangtok, Gorakhpur, Guwahati, Haridwar, Imphal, Itanagar, Jammu, Jorhat, Kargil, Kohima, Kolkata, Kokrajhar, Kurukshetra, Lakhanpur (Saksharta Kendra), Leh, Lucknow, Lunglei, Majuli, Mandi, Pasighat, Patna, Pali, Ranchi, Ropar, Senapati, Shillong, Shimla, Silchar, Srinagar, Tezpur, Tura and Tezu with its Headquarters at New Delhi. It is also well networked throughout India with the presence of about 700 + institutes.

Over the last two decades, NIELIT has acquired very good expertise in IT training, through its wide repertoire of courses, ranging from 'O' Level (Foundation), 'A' Level (Advance Diploma), 'B' Level (MCA equivalent), 'C' Level (M-Tech level), IT literacy courses such as CCC (Course on Computer Concept), BCC (Basic Computer Course) and other such long term and short term course in the non-formal sector like courses on Information Security, ITeS-BPO(Customer Care/Banking), Computer Hardware Maintenance (CHM-O/A level), Bio-Informatics(BI-O/A/B level), ESDM etc., besides, high end courses offered by NIELIT Centers at Post-Graduate level (MTech) in Electronics Design & Technology, Embedded Systems etc. which are not normally offered by Universities/Institutions in the formal sector, in association with the respective state Universities.

NIELIT has planned a roadmap for adopting appropriate pedagogy for metamorphosing NIELIT into an Institute of National Importance.

For more information about NIELIT, please visit <https://nielit.gov.in/delhi/index.php>

2. Disclaimer

- 2.1. This Request for Empanelment ("RFE") is being issued by the National Institute of Electronics & Information Technology ("NIELIT") for the purpose of empanelment of EVENT MANAGEMENT AGENCIES for organizing various events, viz. organises job fairs, seminars, workshops, felicitation ceremonies, exhibitions, and such ceremonies in Delhi from time to time, as and when required by NIELIT. This RFE is not an offer or invitation for bids.
- 2.2. The information contained in this RFE is being provided by NIELIT for limited purpose(s) of enabling the applicants to submit a response to this RFE for undertaking the work and for no other purpose. In no circumstances shall NIELIT, or its representatives, employees and/or agents incur any liability arising out of or in respect of issue of this RFE.
- 2.3. This RFE is not an agreement or offer by the NIELIT to prospective applicants or any other person. Empanelment does not guarantee award of work. The empanelled party has to compete in financial application to take assignments on its evaluation as per terms and conditions. This RFE includes statements, which reflect various assumptions and assessments arrived at by the NIELIT in relation to the work. Such assumptions, assessments and statements do not purport to contain complete or adequate, and/ or accurate information that each applicant may require. Applicants are advised to conduct their own due-diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements, and information contained in this RFE and obtain independent advice from appropriate sources.
- 2.4. Nothing in this RFE shall be construed as legal, financial or tax advice. NIELIT will not be liable for any costs, expenses, or losses, however, so incurred by the applicant(s) in connection with the preparation or submission of their application, regardless of the outcome of the selection process.
- 2.5. NIELIT shall not have any liability of any nature whatsoever whether resulting from negligence or otherwise whatsoever caused arising from reliance of any applicant upon the statements contained in this RFE.
- 2.6. NIELIT may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFE. NIELIT may relax or waive any of the conditions stipulated in this document as deemed necessary in best interest of NIELIT without assigning any reasons thereof. All such amendments and clarifications will be posted on the official website and will be binding on all applicants. It is the responsibility of the applicants to keep themselves updated with such changes.
- 2.7. NIELIT reserves the right to accept or reject any or all applications, without assigning any reason, and to amend the terms and conditions or information of the RFE, or to cancel the process or altogether abandon the work at any time by issuing notice, in writing, to the applicant(s). In such an event, no liability shall be incurred by NIELIT whatsoever. The issuance of this RFE does not obligate NIELIT to enter into any contract or agreement.
- 2.8. The empanelment of event management companies is non-exclusive. NIELIT reserves the right to engage other service providers for similar services as and when required.

- 2.9 Laws of the Republic of India shall be applicable to this RFE. Courts at New Delhi shall have exclusive jurisdiction to adjudicate upon any dispute arising out of or in relation to this RFE.

By participating in this RFE, applicants acknowledge that they have read, understood, and agreed to the above terms and conditions.

3. Notice Inviting RFE

National Institute of Electronics & Information Technology ("NIELIT") invites Request for Empanelment (RFE) through E-Tender mode from reputed EVENT MANAGEMENT AGENCIES fulfilling eligibility criteria for empanelment of EVENT MANAGEMENT AGENCIES.

The RFE will consist of single packet system comprising of technical criteria only. The technical application will consist of technical along with other conditions as laid down in the document.

The RFE shall remain open for acceptance for **180 days** from the date of opening. All conditional and incomplete offers shall be summarily rejected.

NIELIT reserves the right to reject any/ all applications without assigning any reason.

The Notice inviting RFE and the enclosed instructions to applicants, scope of work, Agreement specifying special terms and conditions, (Letter of Application, formats for information to be provided by the applicant for technical evaluation) shall form part of the application.

4. The Empanelment Workflow

The steps of the empanelment process

- a) Issue of RFE
- b) Pre-Bid Meeting/ Clarification /Corrigendum (if any)
- c) Clarification to the queries received during the pre-bid meeting will be published at the NIELIT's website and CPP Portal as per the timeline specified. However, NIELIT makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does NIELIT undertakes to answer all the queries that will be posed by the attendees of the pre-bid meeting.
- d) At any time prior to the last date for receipt of bids, NIELIT may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Applicant modify the RFE Document by a corrigendum. Any corrigendum(s) published/issued shall be deemed to be incorporated into this RFE.

- e) To give prospective Applicants reasonable time in which to take a corrigendum into account in preparing their bids, NIELIT may, at its discretion, extend the last date for the submission of Proposals.
- f) Submission of Application
- g) Screening for Pre-qualification of the Applications
- h) Technical Evaluation of the Applicants
- i) As a part of Evaluation of proposals submitted by the applicants, NIELIT may seek presentation from the Organizations for evaluation purposes. The time and date for the presentation will be informed by NIELIT to applicants who meet the basic pre-qualification criteria. NIELIT may call for the presentation at a short notice.
- j) Agencies securing 70% or more marks in technical evaluation shall be eligible for empanelment.
- k) Top 10 eligible bidders as per the (g) above shall be empanelled for NIELIT events and shall be issued a Letter of Empanelment (LoE).
- l) Based on the scale of the event, NIELIT shall invite rates/quotations from top 3 empanelled agencies(for events with estimated cost upto 2.5 lakhs) or top 5 empanelled agencies(for events with estimated cost upto 10 lakhs) or all empanelled agencies {selected in (h) above} for the events with estimated cost higher than 10 lakhs as and when required. Empanelled agencies may be given up to 7 days to provide rates/ quotations. However, in exceptional cases parties may be required to submit the rates/quotations in less than 24 hours
- m) The rates/quotations may be invited vide official email from NIELIT.

The Empanelment Schedule: -

The following shall be the timeline in respect of the process for empanelment. NIELIT reserves the right to amend by extending the stipulated dates for commencement of the RFE, pre-bid meeting and submission of RFE document without incurring any liability whatsoever. In the event of changes/extension, NIELIT shall intimate the same through addendums/amendments on the website. NIELIT also reserves the right to cancel or discharge the RFE process without assigning any reason.

S#	Event Description	Event Date and Time
1	Commencement of RFE process	From the date of upload of RFE on the website of NIELIT and the Government procurement portal concerned.
2	Submission of pre-bid written queries to Rakesh@nielit.gov.in in the prescribed format	From 3rd working day onwards of uploading of the RFE up to the date of Pre-Bid Meeting
3.	Pre-Bid Conference/Meeting (Online)	24-06-2024
4.	Publication of pre-bid clarifications and issue of Corrigendum/Addendum (if applicable) to be published at	Within 7 working days from the date of pre-bid meeting held (24-06-2024 to 21-06-2024)

	www.nielit.gov.in and the Government procurement portal concerned	
5.	Last Date and Time of Submission of application	25 days after publishing of RFE (Request for Empanelment)
6.	Opening of Pre-qualification/Eligibility Applications. (One representative from agency can reach NIELIT's office by prior email request at rakesh@nielit.gov.in) [OPTIONAL TO PARTICIPATE]	12-07-2024
7.	Technical Presentation (MANDATORY TO PARTICIPATE FOR SHORTLISTED APPLICANTS)	To be notified to the shortlisted applicants
5	Validity of the Application	The applications submitted shall be valid for a period of 180 days subject to increase in the period by mutual consent.
6	Issue of Empanelment Letter	Within two months from the date of opening of RFE
7	Validity of Empanelment	One years from the date of issue of letter of empanelment. The period may be extended further by one year in case of ongoing projects, good performance and other reasons as deemed fit by NIELIT.

The Pre-Bid Clarifications

- The Applicants will have to ensure that their queries (if any) are submitted prior to the Pre-Bid meeting submitted in the following format in Excel: -

S#	RFE Document Reference(s)			Query by Applicant
	Page No.	Section No.	Section Name	
1				
2				

- Any requests for clarifications post the indicated date/time shall not be entertained.

5. Scope of Work (SoW)

Overview

- Providing technical support (printers, cameras, LED screens, Laptop, mikes, speakers, translators, videography and still photography etc.), advertising, multimedia presentation, preparation of brochures, 3-D Renditions, posters, lanyards, Flex, Vinyl printing, OOH advertising, and any other works related to Event Management including accommodation, catering services, and transport services etc.
- Conceptualize the marketing strategy of the Organization which includes developing specific plans for key international / domestic markets.

3. Designing and implementing media plans connected to promotion and publicity, both in the domestic and international markets for NIELIT. The Agencies would also be responsible for formulating and implementing a Creative Strategy to take NIELIT vision-mission matrix forward. The creative strategy would align itself with the media strategy of NIELIT.
4. Designing of advertorials/editorials and other publicity material including folders, brochures, posters, hoardings, calendars, diaries, etc. and supervision of the print quality of the products. Sometimes, the print creative maybe required to be provided at a very short notice (could be few hours).
5. To do any incidental activities as approved by NIELIT to take forward the promotional efforts of the Organization. This would include preparing a strategy, support creatives and promotional material to popularize various initiatives of the Corporation.
6. Photography and Videography of the NIELIT Event(s)
7. The agency shall also be responsible for the following:
 - a) Photography or videography of the Event/major events at short notice and reasonable cost, if required.
 - b) Other related and misc. work including adaptation and publication of creatives produced for print, TV, outdoor, online, other media as per requirement of publications, channels, outdoor media, websites and portals etc.
 - c) Translation of documents and simultaneous translation in regional and foreign languages if required.
 - d) Other creative works that may be assigned by NIELIT like designing and printing of promotional material during road shows, seminars, conferences, meetings etc.
 - e) Providing technical support (printers, cameras, LED screens suitable Laptop, mikes, speakers, translators, etc.).
 - f) Preparation of brochures, posters, lanyards, Flex, Vinyl printing, outdoor banners and advertising, etc.
 - g) Flower arrangements/decoration on the stage and venue.

The scope of work may be divided into 3 parts as follows: -

Pre-event

1. Planning and conceptualizing of ideas of event.
2. Budgeting and preparation of detailed blueprint with cost and other charges of the proposed event and submit the same to NIELIT.
3. Incorporate clarifications/ modification as may be suggested by NIELIT in that regard. The Agency shall proceed with organizing the event on receipt of approval from NIELIT in terms of the approved blueprint.
4. Preparation of a Contingency plan for events.
5. Development and management of Website and QR based registration path with payment gateway (Data Protection and privacy compliant), facility of E-voting, live streaming in the website with firewall protection including facility to provide audit trail and dashboard for the event monitoring.
6. Identify potential mediums/methods for outreach (Offline Media & Online Media).
7. Identification of Venue and conduct a detailed analysis (for virtual/ physical/ hybrid mode of events).

8. Creation of Social Media posts and offline media via various social media platforms. Agency shall also devise the ways to create wide publicity for events across various geographical territories with provision of regional languages.
9. HTML Mailing- Bulk mailing and messaging.
10. Press release (Launch), media cover in renowned newspapers, magazines, journals etc.
11. Coordinating, and liaising with speaker/panellists of the event to provide complete logistics which includes boarding& lodging, Air ticketing, local conveyance etc. as per the laid down rules/admissible rates and directions received.
12. Guest coordination for virtual, physical & hybrid events.
13. Preparation of Backdrop (Digital/Physical/ Hybrid).
14. Preparation of Audio - Video content for event including anthem,
15. Short films, TV Ads, anecdotes, video bites.
16. Development of Event related program application with OTP feature and Virtual Exhibition showcasing feature.
17. Online event platform with live interaction and Q&A features.
18. Arranging Language Translators for program support as per directions.
19. Celebrity outreach including social media influencers, famous persons of repute, renowned personalities etc., for promotion of events.
20. Coordinating and liaising with various Ministries/departments for successful execution of event.
21. Access to the event through QR based technology along with distribution of Welcome kits/Meal Coupons/Mementoes for speakers/panellists/dignitaries.
22. Nominating and coordinating with emcee/stage anchor having relevant experiences of conducting ministerial level events of National importance.

During event

1. Arrangement of Lamp Lighting ceremony along with all wherewithal, ushers
2. Press Release of events by inviting newspaper editors, news anchors, magazine coverage etc.
3. Online Publicity of live events, creation of social media page and uploading of contents in social media platforms such as Face book, Instagram, Twitter, LinkedIn, YouTube, etc.
4. Live streaming of content in website along with inter-voice connectivity among connected audiences and contestants
5. Setting up of physical desk/stalls/pavilions to cater audience, contestants etc.
6. Print and digital media outreach
7. Registration Management - (Online & Onsite) with QR based technology
8. Website maintenance and upkeep during the event
9. Online & On-site technical support
10. Dedicated 24/7 call center support for event related queries.
11. Publicity through banners, unipoles, pamphlets across the country
12. Provisioning of sufficient lighting on the stage, decorative lighting at the event venue
13. Arrangement of Audio-Visual equipment with LED backdrop on stage, LED monitors for dignitaries on stage, sufficient number of lapels/stands/gooseneck mic, suitable speakers for clear audible sound.
14. Speaker management system along with suitable multi-channel mixer, amplifiers etc.
15. Arrangement of virtual and physical rallies, road shows, press conferences for event promotion.

16. Virtual event platform management including license to online platforms, backend technical support, breakout rooms.
17. To create, design and maintain physical meeting rooms, VVIP lounge, participants lounge.
18. Media Management including creation of designated Media zone, media passes, media kit and media coverage.
19. Onsite Security including liaising with local security agencies, hiring of security agency along with necessary security devices for venue security and protocol management.
20. Power backup and lighting onsite and offsite during the event with technical and generator support in case of power failure.
21. Coordinating and liaising with local administration authorities for statutory approvals and permissions
22. Sanitization of venue, social distancing norms and adequate arrangement of facemask and sanitizers for on-site events
23. Photography & Videography of events, special moments, glimpses etc.
24. Catering Services for NIELIT Events: The Catering Service Agency (CSA) will be given responsibility of providing catering services for the events. CSA must ensure that good quality food and beverage are provided.
25. The illustrative but not exhaustive list of food items required is as follows: -

S#	Item	Description
1	Snacks Box/ Refreshment Box	<ul style="list-style-type: none"> Any four items as decided by NIELIT: - Veg Sandwich/ Dal Kachori/ Samosa/ Veg Cutlet/ Bread Pakora/Paneer Pakora/ Chips/ Namkeen/ Juice/Soft drink/ Sweets etc. Water bottle Good quality Box Servers/Waiters (if required)
2	Tea/ Coffee	<ul style="list-style-type: none"> Tea/ Coffee with assorted Cookies Crockery arrangements (Bone-china) Servers/Waiters etc.
3	High Tea	<ul style="list-style-type: none"> Serving of Tea/ Coffee with any four of the following as decided by NIELIT- Cookies (2 nos.)/ Sandwiches/ Veg Pakora/ Paneer Pakora/ Sweets/ Pastry/ Dry Fruits/Juices/ Soft drinks etc. Crockery arrangements (Bone China) Water bottle/ Water arrangements Servers/Waiters etc.
4	Lunch/ Dinner (Veg.)	<ul style="list-style-type: none"> Soup + Green salad + Pickle Curd / Raita Two dry main course dishes as decided by NIELIT Two gravy main course dishes as decided by NIELIT 2-3 type of assorted breads Two types of Sweets/ Cold dessert 1-2 types of Rice Crockery arrangements (Bone-China) <ul style="list-style-type: none"> Water bottle/ Water arrangements Servers/Waiters etc.
5	Lunch/ Dinner (Non-Veg)	<p>Lunch/ Dinner (Veg) along with following additional items:</p> <ul style="list-style-type: none"> Non- Veg Soup One non-veg gravy main course dish as decided by NIELIT

Note: -

- The number of participants for catering services could vary from 50 to 2500.
- Any additional miscellaneous requirements incidental to the above-mentioned work shall be accommodated in the above scope by the Applicant.
- Vendor engaged for catering should have a valid FSSAI license to operate as caterer in the Vendor's own name and should also comply with all laws and regulations relating to preparation of food, beverages and refreshments. Vendor shall keep such license duly validated and/ or renewed from time to time at his own expenses.

Post-Event

1. Post-event report
2. Press Release
3. Coordinating with media houses and newspaper for publication of success stories
4. Preparation of event analytics and detailed attendance report
5. Packaging and shipping of left-over promotional material if any

Host City for Events

Delhi and NCR

Target Participants

- a. **Audience:** Government officials (both Central & State level), Industry leaders, entrepreneurs, Start-ups, researchers, students, and citizens.
- b. **Participants:** Union Ministers, CEO of Leading Technology Companies, Including Unicorns and Start-Ups, Renowned Academicians, Experts in The Digital Field, International Dignitaries etc.

Additional Notes

- The above-mentioned scope of work is not exhaustive by any means and will depend on basis of the requirements of the project and mode of event/campaign - Physical, Virtual or Hybrid.
- Supplier may be asked to provide services for any one or in combination of above scope defined based on the scale of the event.
- Any additional miscellaneous requirements incidental to the above-mentioned work shall be accommodated in the above scope by the Applicant.
- However, in case it is agreed by both the parties that the additional requirement cannot be accommodated in the above scope, the price quoted shall not exceed 25% of the quoted rate for the incidental category of EMA and CMA to which the additional requirement belongs.

6. Eligibility Criteria/ Pre-Qualification Criteria

The Eligibility Criteria

The proposals/bids are being invited under this RFE from the Agencies who fulfils the following criteria:

S#	Item	Criteria	Documents to be submitted
i	Legal Entity	The Agency should be a company registered in India under the Companies Act, 2013 or a partnership firm registered under the Indian Partnership Act 1932 or LLP registered under LLP Act 2008 with their registered office in India. The Agency must have been in operation for a minimum of 5 years	Copy of Certificate of Registration/Incorporation and Memorandum of Association/ Article of Association

		as on The bid submission date.	
ii	Tax registration	The Applicant must be registered under Income Tax, PAN, GST and/or any other statutory authority required for this purpose	Copy of PAN,GSTor/and details of other statutory authority
iii	Offices	The Agency must have presence in Delhi/ NCR	Declaration on the letter head As per at Annexure 7
iv	Financial Standing	A minimum average turnover of 5 crore in past 3 financial years (2021-22, 2022-23, 2023-24).	Copy of balance sheet with Certificate from Statutory Auditor/Company Secretary citing the revenue/turnover from equivalent business for each financial year. As per at Annexure 8
v	Project Experience	The Agency must have Successfully completed at least 5 suitable events for Ministerial/ State/Central Government/PSUs of minimum total work order value worth Rs 50 lakhs in the last 5 years.	Copy of Work Order <i>AND</i> , Completion Certificates from the Client OR, Certificate of Completion (Certified by the Statutory Auditor) As per at Annexure 10
vi	Human Resource	Minimum of at least 20 employees on pay roll of the organization.	Declaration by the Authorized Signatory on letterhead of the organization As per at Annexure 9
vii	Debarment	The Applicant must not have been blacklisted/ debarred/ suspended/ banned by any Ministry/ Department of State or Central Governments/PSU in last 3 years.	Self-certified letter attested by the authorized signatory. As per at Annexure 6

Technical Bid/Proposal

- a. Technical proposal will include details of overall approach to the Scope of Work listed in this RFE.
- b. The Technical Bid should be complete in all respects and contain all information required in the document. The Technical Bid shall comply with the format given at **Annexure 5**.

BID Processing Fee

- a. Bid Processing Fees of Rs. 3,000/- should be paid by each participant of the RFE, by way of Accounts Payee Demand Draft, from any of the commercial banks or payment online in an acceptable form in favour of "National Institute of Electronics and Information Technology, Payable at Delhi".
- b. The same shall not be refundable.
- c. Bid Processing fee is exempted for agencies registered with MSME/NSIC.

The Performance Security

The Empanelled Agencies (EMA) shall participate in Request for Quotation (RFQ), on as and when required based on the work. The terms and conditions including the requisite Performance Bank Guarantee shall be mentioned therein.

7. Technical Evaluation Criteria for Empanelment

Sl.	Head	Parameters	Marks
1.	Financial Standing	<p>Average turnover in the last 3 financial years</p> <p>Documentary evidence- Copy of balance sheet with Certificate from Statutory Auditor/Company Secretary citing the revenue/turnover from equivalent business for each financial year. Refer - Annexure 8</p>	<p>Maximum 20 marks</p> <ul style="list-style-type: none">• Less than Rs 5 Cr - Not Eligible• Rs 5-10 Cr- 10 Marks• Rs 10-15 Cr- 15 Marks• Rs 15 Cr above- 20 Marks
2.	Level of Event	<p>Number of Ministerial (Union and State Minister /MoS) level event</p> <p>Documentary evidence- Copy of Work Order is to be provided.</p>	<p>Maximum 20 marks</p> <ul style="list-style-type: none">• 01 No. of Event- 5 Marks• 02 nos. of Events - 10 Marks• 03 nos. of Events - 15 Marks• 04 nos. or more Events - 20 Marks

3.	Legal Entity	No. of Years for which the company has been in operation as on bid submission date. (<u>Company means</u> : A company registered in India under the Companies Act, 2013 or a partnership firm registered under the Indian Partnership Act 1932 or LLP registered under LLP Act 2008 with their registered office in India.)	Maximum 20 marks • Less than 5 Years – Not eligible. • 5-10 Years - 15 Marks • Above 10 Years- 20 Marks
4.	Project Experience	Number of work orders executed during last 5 years for Ministerial/ State/Central Government/PSUs.	Maximum 20 marks • Less than 05 events – Not eligible • 05 nos. of Event– 10 Marks • 05-10nos. of Events - 15 Marks • More than 10 nos. of Events - 20 Marks
5.	Technical Presentation	Presentation on innovative ideas on the following parameters (specially for Immersive Virtual Experience Zone): <ul style="list-style-type: none"> ● Innovative ways of showcasing the said areas /touchpoints ● Use of appropriate technology where ever required to highlight key message / case studies /areas ● Story telling 	Maximum 20 marks

- Bidswillbeevaluatedbythefollowingmarks-basedsystembasedonparameters given in the eligibility criteria:
- At the end of this stage, each Applicant will have a technical score (out of 100). The Applicant will be shortlisted based on the minimum score 70% or above for technical bid.

8. Submission of Proposals

The Applicant should take into the account any Corrigendum/Addendum to this RFE document that may have been published before submitting their Proposals.

The following three documents should be uploaded over the Government Procurement Portal concerned/ emailed to rakesh@nielit.gov.in: -

S#	Document	Contents
1.	Eligibility Criteria	<p>Proposal-2 shall be titled, "Eligibility Criteria" duly signed using DSC. It should contain all supporting documents for eligibility criteria (Reference Section 4 above). All pages of the document (.pdf) shall be numbered and signed / initialled by the authorized signatory.</p> <p>Relevant Annexure(s) are:</p> <ul style="list-style-type: none"> ➤ Annexure 1: Checklist for Submission of Response to RFE ➤ Annexure 2 - Undertaking regarding agreement of all terms of RFE ➤ Annexure 3 - Pre-qualification Bid ➤ Annexure 4 - Format for Reference Letter / email from Client ➤ Annexure 6 - Declaration: Not penalized/de-barred or Found Guilty in any Court of Law ➤ Annexure 7 - Declaration: Delhi-NCR Presence ➤ Annexure 8 - Declaration: Turnover
2	Technical Proposal	<p>Proposal-3 shall be titled, "Technical Proposal" duly signed. Technical proposal shall cover the documents required against the technical evaluation parameters and the technical presentation (Reference Section 8). All pages of the document (.pdf) shall be numbered and signed / initialled by the authorized signatory:</p> <p>Relevant Annexure(s) are:</p> <ul style="list-style-type: none"> ➤ Annexure 5 - Technical Bid/Proposal ➤ Annexure 4 - Format for Reference Letter / email from Client ➤ Technical Presentation

- a. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- b. The original proposal / bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting. Each of the pages must be signed by Authorized Signatory.
- c. The bids are to be submitted electronically on Government Procurement Portal concerned on or before the last date of proposal submission. Bids received in any other form will not be accepted and may lead to rejection of the bid.
- d. The bid response of the Applicant to be submitted and uploaded on Government Procurement Portal concerned against this RFE.
- e. The firms / Applicants should use the formats prescribed in Annexure(s) of this RFE in submission of the RFE Response.

- f. All responses received after the due date/time as mentioned in the RFE shall be considered late and shall be liable to be rejected.
- g. Documents not required as part of the Tender should not be provided.
- h. All bid responses would be deemed to be irrevocable offers/ proposals from the Applicants and may be accepted by NIELIT to form part of final contract between NIELIT and the selected Applicant. Unsigned responses would be treated as incomplete and are liable to be rejected. The bids once submitted cannot be withdrawn/ modified after the last date for submission of the bids unless specifically permitted by NIELIT.
- i. NIELIT reserves the right not to allow/ permit changes in the technical requirements and not to evaluate the offer in case of non-submission of the technical details in the required format or partial submission of technical details.
- j. The Applicant, at no point in time, can excuse themselves from any claims by NIELIT whatsoever for their deviations in confirming to the terms and conditions and other schedules as mentioned in the RFE circulated by NIELIT. The Applicant shall be fully responsible for deviations to the terms & conditions etc., as proposed in the RFE.
- k. If related parties (as defined below) submit more than one bid then both/all bids submitted by related parties are liable to be rejected at any stage at NIELIT's discretion: -
 - Bids submitted by the holding company and its subsidiary.
 - Bids submitted by one or more companies having common director/s.
 - Bids submitted by one or more Limited Liability Partnership (LLP) firms having common partners.
 - Bids submitted by one or more companies in the same group of promoters/ management.
 - Any other bid in the sole discretion of NIELIT is in the nature of multiple bids.

9. Outsourcing/ Subletting

The Applicant should be directly involved in providing services in organizing convocations and should not outsource this responsibility to another company or partner on a royalty or commission basis or any other such arrangement, as far as possible. Subletting of work will be permitted based on the clear intimation to NIELIT and the approval of NIELIT, however, final liability shall rest with the Empanelled Agency.

10. Language

The RFE Proposal and all associated correspondence and documents shall be in the English language. Supporting documents and printed literature furnished by the prospective strategic partner with the RFE proposal should also be in English. Supporting materials, which are not in the English language, may not be considered.

11. Liability and Indemnity

The applicant agrees to defend, indemnify and hold harmless NIELIT and their respective officers, directors, employees and agents (Collectively the "Indemnified Persons") and its associated companies from and against any and all claims, actions, damages, expenses, costs (Including legal costs) and other liability incurred by NIELIT arising out of any negligence, breach of contract or warranty, or any other wrongful act or default on the part of applicant, its employees, agents, representatives.

12. Intellectual Property

Except to the extent expressly stated otherwise, neither party will acquire any right, title or interest in any Intellectual Property Rights belonging to the other party, or to the other party licensors. "Intellectual Property Rights" shall mean and include all copy rights, moral rights, patents rights, trademarks, rights in or relating to Confidential Information and any other Intellectual Property or similar rights (registered or unregistered) through the world.

13. Confidentiality

The recipient of any Confidential Information will not disclose that Confidential Information, except to employees, agents or professional advisors who need to know it and who have agreed in writing (or in the case of professional advisor are otherwise bound) to keep it confidential. The recipient will ensure that those people and entities use Confidential Information only to exercise rights and fulfil obligations under these terms while using reasonable care to keep such information confidential. The recipient may also disclose Confidential Information when required by law after giving reasonable notice to the discloser, if permitted by law.

14. Other Terms and Conditions

General terms and conditions

- (i) In the event of any breach of the said terms and conditions of the empanelment, NIELIT shall be entitled to forfeit the EMD besides de-empanelling and debarring the applicant from participating in the future projects of NIELIT for a period of One year.
- (ii) NIELIT at their discretion may call for any record to satisfy them regarding operations of applicant's outlets and applicant will provide every help failing which it may amount to breach of conditions of the empanelment.
- (iii) The agency(s) shall comply with any other instruction issued by NIELIT from time to time, as may be necessary.
- (iv) NIELIT reserves the right to place an order for the full or part quantities under any items of work under scope of work.
- (v) Applicant shall be responsible for compliance with applicable laws such as GST rules, Provident fund, labour laws or any other law of the land and registration / approval from statutory authority, if required.

- (vi) In case the applicant suffers any loss on account of his being restrained by NIELIT or any competent authority for indulging in illegal activities or any contravention of any law or rejection of application for empanelment through this RFE process, he shall not be entitled to any compensation whatsoever.
- (vii) If the agency uses the brand/name of NIELIT for any other commercial purpose without its permission, the agency will be liable to pay the penalties imposed by NIELIT.
- (viii) It is clarified, as and by way of abundant caution that NIELIT will have all ownership and / or license rights on all the ideas, concepts, proposals etc., developed by the Applicant during the course of this assignment as specified in the RFE and paid for by NIELIT.
- (ix) NIELIT reserves the right to negotiate any aspect of proposal with any Applicant and negotiate with more than one Applicant at a time after the RFE closes, to improve upon or clarify any response or bid proposal.
- (x) NIELIT reserves the right to ask some or all Applicants for clarification of their offer to assist in the scrutiny, evaluation and comparison of offers and based on this, disqualify the Applicant whose clarification is found not suitable for the specific project(s).
- (xi) NIELIT reserves the right to share the information/clarifications provided in response to RFE by any Applicant, with any other Applicant (s)/others, in any form.

Failure to agree with the Terms and Conditions of the RFE

- a. Failure of the successful Applicant to agree with the Legal Agreement and General Terms & Conditions of the RFE shall constitute sufficient grounds for the annulment of the selection.
- b. In such a case, the NIELIT may penalize with the suspension for participation in future procurement processes for a period of up to one year.

Service Level Agreements (SLAs)

Specific service level agreements may be devised during seeking proposals/ bids from empaneled agencies for specific Scope of work.

Single Point of Contact

The selected Applicants shall provide details of single point of contact viz. Name, designation, address, e-mail address, telephone/ mobile no. etc.

Authorized Signatory

The selected Applicant shall indicate the authorized signatories who can discuss and correspond with NIELIT, with regard to the obligations under the work order. The selected Applicant(s) shall submit at the time of acceptance of work order, a certified copy of the resolution of their Board, authenticated by Company Secretary/ Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/ contracts with NIELIT. The Applicant(s) shall furnish proof of signature identification for above purposes as required by NIELIT.

Written Notice of change in name, form, or control of either Party

The Applicant shall provide NIELIT with prompt 30 days prior written notice of any proposed change in Applicant's name, ownership, or form of organization. The Applicant shall also provide NIELIT with prompt written notice and in any event within a period of 30 days of the occurrence of any event, which could jeopardize or materially impact its ability to perform its obligations under this Agreement in a timely manner.

Conflict of interest

The Applicant shall strictly avoid conflicts with other assignments/jobs or their own corporate interest and shall disclose to NIELIT all actual and potential conflicts of interest that exist, arise, or may arise in the course of performing the services after it becomes aware of that conflict.

Employer Employee Relationship

The selected Applicant or any of its holding/subsidiary/joint-venture/affiliate/group/client companies or any of their employees/officers/staff/personnel/representatives/agents shall not, under any circumstances, be deemed to have any employer-employee relationship with NIELIT or any of its employees/officers/staff/representatives/personnel/agents.

Annexure 1: Checklist for Submission of Response to RFE

Below table summarizes the list of mandatory documents to be submitted mandatorily with Pre-qualification.

	Documents to be submitted.	Provided	Ref. Page No.
	Eligibility Bid	Yes/No	
	Technical Bid	Yes/No	

Note: All documents including annexure must be properly marked, signed and sealed and placed in the above-mentioned order.

We have not masked any document in the proposal document.

SIGNATURE -
Authorized Signatory

Date:

Full name and designation and, contact details (Seal of organization)

Annexure 2 - Undertaking regarding agreement of all terms of RFE

(Affidavit on Rs. 100 non-judicial stamp paper duly signed and stamped by authorised notary)

To,

NIELIT Delhi

Dear Sir,

- 1) Having examined the RFE including all Annexures, Forms and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned qualify the eligibility criteria and offer to provide the services as mentioned in the "Request for Proposal" and the other schedules of requirements and services for DIC in conformity with this RFE.

Sr. No.	Particulars	Details
1	Name of Applicant	
2	Registered Address	
3	Website address	
4	Nature of entity (partnership/private/ public etc.)	
5	Name of Partners / Directors	
6	Date of Incorporation	
7	Details of authorized contact person	
8	Name	
9	Designation	
10	Telephone no's	
11	Mobile no	
12	Email Address	
13	Fax no	

- 2) We confirm that the corrigendum(s) issued from time to time by NIELIT have also been taken into consideration, while submitting this undertaking letter.
- 3) We confirm that we have the in-house capabilities to complete the assignment mentioned under this RFE on our own and not through any associate.
- 4) We confirm that we have the technical capabilities to deliver all the requirements of the above mentioned RFE.
- 5) We hereby certify that we have provided all the information requested by NIELIT in the format requested for. The information provided is correct and true to the best of our knowledge. In case at any stage, it is found that the information given by us is false/not corrector in a different format, NIELIT shall have the absolute right to take any action as deemed fit without any prior intimation to us.
- 6) We agree to abide by the terms of this Tender from the date fixed for receiving the same or agreed extended period and it shall remain binding upon us and may be accepted at any time before the expiry of the period.
- 7) If our Proposal is accepted, we undertake to complete and deliver the whole of the works comprised in the RFE; comply with the delivery schedule as mentioned in the RFE and agree to abide by the General Terms and Conditions.
- 8) We agree to abide by this Financial Proposal for 180 days from the date of the submission of proposal and our Offer shall remain binding on us and may be accepted by NIELIT any time before expiry of the offer.
- 9) Unless and until a formal Agreement is executed, this Tender together with our written acceptance thereof shall constitute binding Terms and Conditions between NIELIT and us.
- 10) We understand that the Request for Empanelment (RFE) does not commit NIELIT to reimburse the Applicant for any costs incurred in submission of this proposal. All statements in this RFE and any pre-contract negotiations, understandings and agreements resulting from this RFE are preliminary; consequently, DIC has no obligation to us until a written contract is executed.
- 11) We agree that NIELIT is not bound to accept the lowest or any Bid NIELIT may receive.
- 12) We understand that NIELIT has the right, without assigning reasons thereof, to
 - i Reject, amend, and modify any condition contained in the RFE.
 - ii Terminate this RFE.
 - iii Negotiate with one or more Participants.
 - iv Not award the assignment to any of the Participants and / or recommence the entire process.
 - v Contract with one or more Participants for any reasons whatsoever.
 - vi Modify the requirements and terms of this RFE and request revised proposals from some or all of the Participants.

Signature of Authorized Person of Applicant

Full Name& Designation of Authorized Person

Date:

Seal of Applicant

Annexure 3 – Pre-qualification Bid

Read **Section 6** carefully and furnish the following details accordingly.

Sr	Item	Documents to be submitted
i	Legal Entity	Copy of Certificate of Registration/ Incorporation and Memorandum of Association (MoA) / Article of Association (AoA)
ii	Tax registration	Copy of PAN, GST, or/and details of other statutory authority
iii	Offices	Declaration on the letterhead as per at Annexure 7
iv	Financial Standing	Copy of balance sheet with Certificate from Statutory Auditor/ Company Secretary citing the revenue/ turnover from equivalent business for each financial Years as per Annexure8
v	Project Experience	Copy of Work Order AND Completion Certificates from the Client (refer Annexure 4) OR , Certificate of Completion (Certified by the Statutory Auditor) - to be uploaded on Govt Procurement Portal concerned as additional document
	Government experience	Copy of Work Order AND Completion Certificates from the Client (refer Annexure 4) OR , Certificate of Completion (Certified by the Statutory Auditor) to be uploaded on Govt Procurement Portal concerned as additional document
vii	Debarment	Self- certified letter attested by the authorized signatory as per Annexure 6
Viii	FSSAI Certificate	Self attested copy of the FSSAI certificate.

Signature of Authorised Person of Applicant
Full Name & Designation of Authorised Person

Date:

Seal of Applicant

Annexure 4 – Format for Reference Letter / email from Client

(On letter head duly stamped and signed/official email-id of the client)

Date: _____

TO WHOM SO EVER IT MAY CONCERN

This is to certify that the following **(Name of the Company)** has been engaged by us for management consulting services for **(Caption of the assignment undertaken)** for the period of months/ years from (Start date) to (End Date). The consolidated value of the completed work orders undertaken during the period is Rs.....

Signature

Name

Designation

Annexure 5 – Technical Bid/Proposal

- 1 **Understanding Scope of work**(Upto 2 page only)
- 2 **Innovative ideas**(Upto 2 page only)
- 3 **List of Relevant Experiences** - with the documentary evidence be attached.

a. List of Projects as per format below

Sr	Name of the project(*)	Client Type (Govt/ Others)	Project value(in INR)	Type of event(Physical/v irtual /hybrid)	No Of users/ Participant s
1					
2					
N					

Kindly attach **Work order AND, Completion Certificates from the Client **OR**, Certificate of Completion (Certified by the Statutory Auditor)*

- 4 Resource/Manpower strength: Declaration on the letterhead **As per Annexure 9**
- 5 Presence in Delhi/ NCR:Declarationontheletterhead**AsperAnnexure7**
- 6 **Technical Proposal inputs**

Sl.	Head	Parameters	Inputs from the vendor as per Section Technical Evaluation Criteria above
1.	Financial Standing	<p>Average turnover in the last 3 financial years</p> <p>Documentary evidence- Copy of balance sheet with Certificate from Statutory Auditor/Company Secretary citing the revenue/turnover from equivalent business for each financial year.</p> <p>Refer - Annexure 9</p>	

2.	Level of Event	Number of Ministerial (Union and State Minister /MoS) level event Documentary evidence- Copy of Work Order is to be provided.	●
3.	Legal Entity	No. of Years for which the company has been in operation as on bid submission date. (<u>Company means:</u> A company registered in India under the Companies Act, 2013 or a partnership firm registered under the Indian Partnership Act 1932 or LLP registered under LLP Act 2008 with their registered office in India.)	●
4.	Project Experience	Number of work orders executed during last 5 years for Ministerial/ State/Central Government/PSUs.	●
5.	Technical Presentation	Presentation on innovative ideas on the following parameters (specially for Immersive Virtual Experience Zone): <ul style="list-style-type: none"> ● Innovative ways of showcasing the said areas /touch points ● Use of appropriate technology where ever required to highlight key message / case studies /areas ● Story telling 	

Annexure 6 – Declaration: Not penalized/de-barred or Found Guilty in any Court of Law

(On Rs. 100 Non-judicial stamp paper duly signed and stamped by authorised Notary)

DECLARATION-CUM-CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that the (name of consulting firm/company) or any successor has not been penalized or found guilty or de-barred by any court of law/in any court of law and the (firm/company) or any successor has not been blacklisted / debarred by any Central Government Ministry / State Government / any other regulatory authority as under:

- Prevention of Corruption Act, 1988 in last three years from the date of bid submission
- The Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract in last two years from the date of bid submission.

Further, this is to certify that (name of consulting firm/company) or any successor does not have any legal, civil, criminal, taxation and other cases pending against it that may have any impact affecting or compromising the delivery of services required.

Signature
Name
Designation

Date:

Seal of the Organization

Annexure 7 – Declaration: Delhi-NCR Presence

(On letterhead of the Applicant duly stamped and signed)

DECLARATION-CUM-CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that the (name of Applicant) has its presence in Delhi-NCR. The location and addresses are as under:

Sr. No	Location(s) in Delhi and NCR	Address with contact no.
1		
2		

The above addresses have been checked and found true. If NIELIT requests for address proof at any time we agree to provide the same.

Signature
Name
Designation

Date:

Seal of the Organization

Annexure 8 – Declaration: Turnover

(Endorsed by Authorized Chartered Accountant/Company Secretary)

DECLARATION-CUM-CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that (Name of Applicant) has not defaulted under any of the contracts which they have entered with any other organization within the jurisdiction of India.

Item s	2021-22	2022-23	2023-24
The profit in the financial year was positive.	Yes/No	Yes/No	Yes/No
The Turnover was (In INR and Crore)			
Average Turnover is In INR and Crore)			

Signature
Name
Designation

Date:

Seal of the Organization

Annexure 9– Declaration: Resource on Own Payroll

DECLARATION-CUM-CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that (Name of Bidder) is having a total of employees(nos...) on its own payroll on the day of *(insert date)* as per details tabulated below: -

SN	Name of the Employee	Designation	Qualifications	Total Work Experience	Experience under the Current agency

Note: To be declared by the authorized signatory.

Signature
Name
Designation

Date:

Seal of the Organization

Annexure 10– Declaration of Events

(Endorsed by Authorized Signatory)

DECLARATION-CUM-CERTIFICATE

TOWHOMSOEVERITMAYCONCERN

This is to certify that (Name of Bidder) has completed total..... number of events in last 5 years as per the following details

Sr No.	Date of Event	Name of the Event	Department/client Name	URL	Concurrent Users

NOTE: Please attach documentary evidence for each event.

Signature
Name
Designation

Date:

Seal of the Organization