Indian Council for Cultural Relations
Azad Bhavan, I.P. Estate,
New Delhi-110002

Notice Inviting Tender
(Through e-tendering mode only)

Indian Council for Cultural Relations invites online sealed tender from eligible bidders for Scanning and Digitizing Services at ICCR Headquarter and its Regional offices.

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<td><strong>1</strong></td>
<td><strong>Tender No. &amp; Date</strong></td>
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<td><strong>2</strong></td>
<td><strong>Name of the work</strong></td>
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<td><strong>3</strong></td>
<td><strong>Date &amp; Time of tender publication &amp; download</strong></td>
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<td><strong>4</strong></td>
<td><strong>Last Date and Time of E-submission of tender</strong></td>
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<td><strong>5</strong></td>
<td><strong>Date and Time of E-opening of Technical Bid</strong></td>
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<td><strong>6</strong></td>
<td><strong>Date and Time of E-opening of Financial Bid</strong></td>
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<td><strong>7</strong></td>
<td><strong>Estimated cost put to Tender (Approx.)</strong></td>
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<td><strong>8</strong></td>
<td><strong>Cost of BID Document</strong></td>
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<td><strong>9</strong></td>
<td><strong>Earnest Money Deposit (EMD)</strong></td>
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<td><strong>10</strong></td>
<td><strong>E-Tender Processing fee</strong></td>
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<tr>
<td><strong>1</strong></td>
<td>ICCR/EPROC/2020-21/Web-01</td>
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<tr>
<td><strong>2</strong></td>
<td>Web Meeting/Conference and Webinar Solution</td>
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<td><strong>3</strong></td>
<td><strong>01.07.2020 13:00 hours</strong></td>
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<td><strong>4</strong></td>
<td>Date 10.7.2020 Up to Time 15:00 hrs.</td>
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<td><strong>5</strong></td>
<td>Date 10.7.2020 at Time 16:00 hrs.</td>
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<td><strong>6</strong></td>
<td>Date 13.7.2020 at Time 12:00 hrs.</td>
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<td><strong>7</strong></td>
<td>Rs. ..........................</td>
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<td><strong>8</strong></td>
<td>Rs 500/= (Non-refundable)</td>
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<td><strong>9</strong></td>
<td>Rs 30000/= (Mode of Online)</td>
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<td><strong>10</strong></td>
<td>As applicable</td>
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Details can be viewed on ICCR e-Tender website: www.tenderwizard.com/ICCREPROC or our website www.iccr.gov.in or on CPP Portal https://eprocure.gov.in/epublish/app.
NOTICE INVITING TENDER FOR WEB MEETING/CONFERENCE AND WEBINAR SOLUTION

1.0 Indian Council for Cultural Relations, under the administrative and financial control of Ministry of External Affairs, invites tenders from reputed, well established and financially sound Agency registered as a Company in India for the Council, as per details given in the tender document.

2.0 The offers, in the prescribed format, shall be submitted on the e-tender Portal www.tenderwizard.com/ICCREPROC

3.0 Tender will be NOT be accepted in hard copy.

4.0 The intending bidders must be registered with www.tenderwizard.com/ICCREPROC of ITI Ltd.

5.0 The tender information is also available on Council's website: www.iccr.gov.in and on CPP Portal https://eprocure.gov.in/eprocure/app.

(Vinay Vohra)
Sr. Programme Director (Admn.)
Tel. No : 011-23379309, (Extn.3300)
e-mail : spdadmin.iccr@gov.in
downloading the related corrigendum, if any, will be that of the downloading parties.

(ii.) No separate intimation in respect of corrigendum to this NIT( if any ) will be sent to tenderers who have downloaded the document of ICCR.

e) The offer should be submitted (uploaded) as per the terms and conditions and procedures laid down in the website of M/s ITI Ltd www.tenderwizard.com/ICCREPROC tender document failing which the offer is liable for rejection.

Bidders should download the complete NIT including the Annexure and read carefully before filling the details and uploading the documents.

f) The bidder must upload all the documents required as per the terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
Section-I
GENERAL INSTRUCTION TO BIDDERS

1. The Indian Council for Cultural Relations, Azad Bhavan, Indraprastha Estate, New Delhi- 110002 requires the services of a reputed, well established and financially sound Agency registered as a Company in India for providing Web Meeting/Conferencing solution including hosting of Webinars.

2. The Council has planned to implement Web Meeting/Conferencing solution including hosting of Webinars through digital platforms. ICCR plans to engage an Agency to offer the solution on supply/subscription of software that shall be compatible to all platforms viz; Desktops/Laptops, I Pads, Smartphone’s etc, with latest operating systems environments.

3. In pursuance of the above, the ICCR has decided to carry out the process for selection of an Agency in accordance with the Scope of Work and Deliverables mentioned in this Tender document.

4. Goals and Objectives:

The broad objectives that the ICCR aims to achieve through the proposed project are:

4.1(A). Web Meeting/Web Conferencing

It is envisaged to host web/ video conferencing meetings where participants can instantly connect face to face, collaborate and engage with their team, employees, various offices regardless of their geographical locations, anytime, anywhere with scheduled/impromptu meetings.

4.2(B). Webinars

ICCR plans to host regular Webinars for communicating, conducting training and live sessions/presentations on internet. These webinars are also planned to cover as Livestream events with their broadcast, thus covering large number of audiences across the globe connecting via the solution offered and through various social media links.

5. Invitation to Applicants

(i). The invitation is for Selection of a Agency/Vendor to implement Web Meeting/Web Conferencing and Webinar Solution at ICCR.

(ii). The Web Conference/Meeting and Webinar Solution offered by the bidder, the bidder shall have authorization from the OEM.

5.1 Due diligence by Applicants

Applicants are required to make themselves fully understand the requirement as per the Scope of Work of ICCR and shall raise any query before submission of their offer.

5.2 Sale of Tender Document
Tender document will be made available to the applicants through e-tendering on the ICCR E-Tendering Portal http://www.tenderwizard.com/ICCREPROC prior to the Proposed Due Date.

The applicants are required to pay a fee of Rs. 500/- (Rupees Five hundred only) through e-Payment (through e-tendering portal Gateway) in favour of "Director General, Indian Council for Cultural Relations" and payable at New Delhi.

A signed declaration stating that no alteration has been made in any form in the downloaded document shall be enclosed with the Proposal.

5.3 Validity of the Proposal

The Proposal shall be valid for a period of not less than 120 days from the "Proposal Due Date" (the "PDD")/last date of submission of the proposal.

5.4 Brief description of the Selection Process:

The bids are planned for two part bidding that will be on technical and financial evaluation process/basis. Only technical acceptable bids will be considered for opening of financial bids. The bids will be evaluated and considered for award on L1 basis.

5.5 Communications

All communications including the submission of proposal should be addressed to:

Mr Vinay Vohra SPD(Admn),
Indian Council for Cultural Relations (ICCR),
Azad Bhawan, I.P. Estate
New Delhi - 110 002, Tel: 23379309
Email: spdadmin.iccr@gov.in

The bids will be opened Online at the Conference hall, Indian Council for Cultural Relations (ICCR), Azad Bhawan, New Delhi.

The official website of the ICCR is: www.iccr.gov.in

5.6 Conflict of Interest and confidentiality:

5.7 The Agency/Bidder shall not have a Conflict of Interest and any breach thereof shall constitute a breach of the Agreement.

5.8 Right to Accept or Reject any Proposal: ICCR reserves the right to annul the Tendering process, or to accept or reject any or all the proposals in whole or part at any time without assigning any reasons and without incurring any liability to the affected Applicant(s) or any obligation to inform the affected Applicant (s) of the grounds for such decision.

6. Other Instructions:

i. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the needs required by the council.
All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the ICCR on the basis of this RFP.

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the ICCR. Any notification of preferred Bidder status by the ICCR shall not give rise to any enforceable rights by the Bidder. ICCR may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the ICCR.

The bidder should undertake that no unauthorized copy of assigned work would be made in any manner whatsoever. Bidder would be fully accountable for any leakage/piracy of the data from the premises and in transit.

The interested persons/bidders can visit or free to discuss to understand the ICCR requirements and purpose during any working day of the ICCR 10.00 to 17.00 hours.

Documentary evidence by way of completion certificate should be produced in support of experience and performance.

Parties: The parties to the Contract are the contractor (the bidder to whom the work will be awarded) and ICCR, New Delhi – 110002

Addresses: For all purposes of the contract including arbitration there under, the address of the contractor mentioned in the tender shall be final unless the contractor notifies a change of address by a separate letter sent to the ICCR. The contractor shall be solely responsible for the consequences of any omission or error to notify the change in address in the aforesaid manner.

The tender is not transferable.

Sub-letting of Work: The contractor shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other entity.

No advance shall be provided to the bidder for executing the work.

If any occurrence of breach of this confidentiality comes to the notice of any of the Government, appropriate action under the Government of India Rules will be initiated against the contractor.

Manpower deployed by the bidder for services shall comply to provide after police verification and the Police verification certificate shall be provided to council for deployed manpower. The manpower deployed should not be changed frequently till the completion of work.

Delay in completion of work will attract penalty to the Vendor.

7. Tender/Bidding Process
   i. The important dates relating to "Tender for Selection of Agency for providing services is as published in the NIT.
   ii. The bids are invited under two-stage system i.e. Technical Bid and Financial Bid.
   iii. Conditional bids shall not be considered and will be summarily rejected.
iv. The Technical Bid submitted by bidders shall be downloaded from the e-procurement portal in the presence of the representatives of the Company, if any, who wish to be present on the spot at that time.

v. The Technical Bids shall be evaluated by a Technical Bid Evaluation Committee.

vi. Financial bids of only those bidders who are declared qualified technically shall be evaluated.

vii. Financial Bids of only those bidders will be opened on the scheduled date and time at, Indian Council for Cultural Relations, Azad Bhawan, Indraprastha Estate, New Delhi-110002 in presence of short-listed contractors or their authorized representatives, if any.

viii. Bidders whose financial bid is the lowest (L1) will be selected and awarded the contract. If there is any change in date, time or venue, the bidders will be notified in advance.

ix. The competent authority in the Indian Council for Cultural Relations, New Delhi reserves the right to annul any or all bids without assigning any reason.

x. The bidder shall submit the technical & financial bids ONLINE as per the format provided in the tender document on the www.tenderwizard.com/ICCREPROC portal.

8. Eligibility Criteria

i. The bidder/Service Provider Company should fulfil the following technical specifications.

ii. The Registered Office or one of the Branch Offices of the Service Provider Company should be located in the National Capital Territory of Delhi.

iii. The Service Provider Company should be registered/ incorporated as a company under Indian Companies Act. It is preferred to have branch offices/headquarters in NCR Delhi.

iv. Service Provider Company should have its own Bank Account.

v. Service Provider Company should be registered with Income Tax Goods & Service Tax departments (GST).

vi. Service Provider Company should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts etc.

vii. The PAN must be registered in the name of the Service Provider Company.

viii. The Service Provider Company should have an average annual financial turnover of at least Rs. 1crore per annum during the last three financial years ending March of the last financial year.

ix. The bidder should have at least three years experience in dealing with video/web Conferencing meeting and must have successfully implemented the Web/Video Conferencing Solution and have arranged Webinars for Govt. Organisation/PSUs.

x. The Service Provider Company shall submit affidavit stating that the Company is not /has not been blacklisted by any Council/Department of Government of India, Private Sector Companies/PSUs/Banks etc.

xi. The bidder's Company is required to furnish details/following documents, duly
attested by the Authorized Person of the Company, along with the Technical Bid, failing which their bids shall be summary rejected and will not be considered any further.

<table>
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<th>Certificate of incorporation (Attach attested copy)</th>
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<tbody>
<tr>
<td>PAN/GIR No. Attach attested copy</td>
</tr>
<tr>
<td>Service Tax/GST Registration No. Attach attested copies</td>
</tr>
<tr>
<td>E.P.F. Registration No. (Attach attested copy)</td>
</tr>
<tr>
<td>E.S.1. Registration No. Attach attested copy</td>
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<tr>
<td>Documents showing successful completion of Web/Video Conferencing Solution and of arranging Webinars</td>
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<tr>
<td>Balance Sheet for the last 3years.</td>
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<tr>
<td>Give details of the major similar contracts related Scanning and Digitization Services handled by the tendering Company on behalf of PSUs and Government Departments during the last three years. (Attach attested copies).</td>
</tr>
<tr>
<td>Notarised affidavit under signatures of the owner stating that the Company is / has not been blacklisted by Central/ State Government / PSU.</td>
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Note: Non-compliance with any of the above conditions by the Service Provider Company will tantamount to non-eligibility for the services for which tender has been floated and its tender will be rejected summarily.
Section- II

Terms and Conditions

1.0 General

The contract is likely to commence on the date issuing of Purchase Order and its acceptance from the successful bidder within ten days, and shall continue for a period of two years subscription period, unless it is curtailed or terminated by this Council owing to deficiency of service, sub-standard quality of personnel deployed, breach of contract, reduction or cessation of the requirements of work.

The contract shall automatically expire after two years from commencement of the contract unless extended further by the mutual written consent of the Service Provider and this Council.

The contract may be extended, on the same terms and conditions with mutual consent for a further period not exceeding maximum of six months.

The Service Provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to another Company

The bidder will be bound by the details furnished by it to this Council, while submitting the tender or at subsequent stage. In case, any document furnished by the bidder is found to be false at any stage, it would be deemed a breach of terms of contract making it liable for legal action besides termination of contract.

The manpower employed by the Service Provider shall be required to work normally as per the Council's working days, i.e. from Monday to Friday from 0930 to 1800 hrs. with a lunch break of half an hour from 1330 to 1400 hrs.

The Service Provider shall furnish before the commencement of work, the following documents in respect of the persons who are proposed to be deployed in this Council:

a. List of persons with full details i.e. date of birth, marital status, address, educational and professional qualification, experience etc.
b. Bio-data of the person with photograph affixed.
c. Character certificate from a Gazetted officer of the Central/State Government or last educational institution or police authorities.
d. Certificate of verification of antecedents of the persons by local police authority.

In case, the person employed by the successful Company commits any act of omission or commission that amounts to misconduct/indiscipline/incompetence/malfeasance/security risk, the Service Provider will be liable to take immediate appropriate action against such persons, including registering a police case for the malfeasance/being security risk and their removal from site of work, within 1 day of being brought to their notice.

The service provider shall provide identity cards to the personnel deployed in the Council carrying recent photograph of the personnel and personal information as to name, date of birth, designation and identification mark etc.
The service provider shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative! Organizational matters are not divulged or disclosed to any other person by its personnel deployed in the Council.

The service provider shall ensure proper conduct of its personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering etc. The service provider will also ensure that the personnel adhere to the dress code commensurate with a government office.

The persons deployed shall be required to report for work at 0930 hrs. to the Divisions officers under whom they are deployed, which will be intimated separately and would leave at 1800 hrs. In case, a person deployed is absent on a particular day or comes late /leaves early by more than 30 minutes but up to one hour on three occasions in a calendar month, one day wage shall be deducted. One-day wage will be deducted for late show up by an hour or more. In case of repetition of such instances, the functionaries may be reverted to the company and clause (xvii) below will be applicable.

The Company shall depute a coordinator, who would be responsible for interaction with the INDIAN COUNCIL FOR CULTURAL RELATIONS, NEW DELHI so that optimal services can be availed without any disruption.

It will be the responsibility of the service providing Company to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Company) in this Council and this Council will have no liabilities in this regard.

For all intents and purposes, the service providing Company shall be the "Employer" within the meaning of different Labour Legislations in respect of personnel so employed and deployed in this Council. The persons deployed by the Company in the Council shall not have claims of any Employer and Employee relationship nor have any principal and agent relationship with or against INDIAN COUNCIL FOR CULTURAL RELATIONS, AZAD BHAWAN, INDRAPRASTHA ESTATE, NEW DELHI-110002.

The service providing Company shall be solely responsible for the redressing grievances / resolution of disputes relating to persons deployed. This Council shall, in no way, be responsible for settlement of such issues whatsoever.

This Council shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing Company in the course of their performing the functions/ duties, or for payment towards any compensation.

The persons deployed by the service providing Company shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad hoc, regular/ confirmed employees of this Council during the currency or after expiry of the contract.

In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Company shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/ other capacity.

2.0 FRAUD AND CORRUPT PRACTICES

i. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process.
Notwithstanding anything to the contrary contained herein, the Council may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.

ii. Without prejudice to the rights of the Council under Clause i. hereinabove, if an Applicant is found by the Council to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender or RFQ (Request for Quotation) issued by the Council during a period of 2 (two) years from the date such Applicant is found by the Council to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.

iii. For the purposes of this Clause-i, the following terms shall have the meaning hereinafter respectively assigned to them:

a) "Corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (ii) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;

b) "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process.

c) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process;

d) "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and

e) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

3.0 **LEGAL**

i. The Service provider shall be responsible for compliance of all statutory provisions relating to Minimum wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this Council.

ii. The Service provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to Indian Council for Cultural Relations concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

[Signature]

New Delhi
iii. The Service provider shall maintain all statutory registers under the applicable laws. The Company shall produce the same, on demand, to the concerned authority of this Council or any other authority under law.

iv. The Tax Deduction at Source (TDS) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Company by this Council.

v. In case, the tendering Company fails to comply with any statutory/ taxation liability under appropriate law and as a result thereof the Council is put to any loss, obligation, monetary or otherwise, the Council will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Company, to the extent of the loss or obligation in monetary terms.

4.0 FINANCIAL

i. **Earnest Money Deposit (EMD):** The interested Companies are required to submit Tender Document along with Earnest Money Deposit (EMD) of Rs. 30000 (Rupees Thirty thousand only) in favour of Director General, Indian Council for Cultural Relations, New Delhi before 1700 hours before the closing date of bid submission.

ii. Those companies which are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) or the Council of Micro Small & Medium Scale Enterprises (MSME) shall be exempt from the requirements of Earnest Money Deposit. The bidding companies in this case are required to provide certified copy of their registration with any of these organizations to claim exemption of EMD.

iii. Before the end date of the submission of the Technical Bid, refundable Earnest Money Deposit (EMD) of Rs. 30000 (Rupees Thirty thousand only) ONLINE/in the form of Demand Draft/ Pay Order drawn in favour of DIRECTOR GENERAL, INDIAN COUNCIL FOR CULTURAL RELATIONS, NEW DELHI will have to be deposited, failing which the tender shall be rejected summarily.

iv. The EMD in respect of the Company which does not qualify the Technical Bid (First Stage) or Financial Bid (Second competitive stage) shall be returned within 15 days of declaration of successful bidder. The EMD’s shall not carry interest. Further, if the selected Company fails to deploy manpower against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.

v. The bidder shall quote for Web/Video Conferencing Solution including Webinars and as per the Scope of Work in Section III of the RFP. No separate payments shall be entertained for payments to any manpower engaged in providing services to ICCR.

vi. **Performance Security:** The successful bidder will have to deposit a Performance Security i.e. 10% of the contract value at the time of placing the work order within 15 days of the receipt of the formal order. The performance security will be furnished in the form of the Account Payee Demand Draft or Bank Guarantee drawn in favour of DIRECTOR GENERAL, INDIAN COUNCIL FOR CULTURAL RELATIONS, NEW DELHI or Fixed Deposit Receipt (FOR) from a Commercial Bank made in the name of Director General, Indian Council for Cultural Relations, New Delhi. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the supplier, i.e. till the period of software registration/license expires.
vii. In case of breach of any terms and conditions stipulated in the contract, the Performance Security Deposit of the Company will be liable to be forfeited by this Council besides annulment of the contract.

viii. The Company shall raise the bill, in triplicate, along with attendance sheet of the functionaries in the first week of the succeeding month to Sr. Programme Director (Admn.), ICCR, New Delhi for passing and payment. As far as possible, the payment will be released by the second week of the succeeding month.

ix. Settlement of disputes will be as per ICADR Arbitration Rules, 1996 through a sole arbitrator to be appointed by ICADR. The venue of arbitration proceedings shall be INDIAN COUNCIL FOR CULTURAL RELATIONS, AZAD BHAVAN, INDRAPRASTHA ESTATE, NEW DELHI- 110002.

x. The Indian Council for Cultural Relations reserves the right to withdraw/ relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties. The Tender document may be amended as per the suggestions/queries made by the prospective bidders once pre-bid meeting has taken place.

5.0 Submission of Proposals

5.1 Online Submission

Bidders should submit their responses as per the procedure specified in the tenderwizard portal (www.tenderwizard.com/ICCREPROC) being used for this purpose and shall submit their bid with:
- Tender fee,
- EMD
- Pre-qualification response
- Technical Proposal
- Financial proposal
- Additional certifications/documents e.g. Power of Attorney, CA certificates on turnover, etc.

All the pages of the Proposal document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.

5.2 Language

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

5.3 Compliant Tenders / Completeness of Response

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

6.0 Code of integrity

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

a) prohibition of

   i. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
   ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
   iii. Any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
   iv. Improper use of information provided by the procuring entity to the bidder with intent to gain unfair advantage in the procurement process or for personal gain.
   v. Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
   vi. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
   vii. Obstruction of any investigation or auditing of a procurement process.
   viii. Making false declaration or providing false information for participation in a tender process or to secure a contract;

b) Disclosure of conflict of interest:

The bidder shall disclose to ICCR in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor the Bidder's team) in the course of performing the Service(s) as soon as possible after it becomes aware of that conflict.

c) Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

7.0 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal. A copy of the same should be uploaded under the relevant section/folder on the (www.tenderwizard.com/ICCREPROC) e-Procurement portal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.
8.0 Failure to agree with the Terms and Conditions of the RFP

Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event ICCR may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.

In such a case, the ICCR shall invoke the PBG of the most responsive Bidder.

9.0 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

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

ICCR may terminate the RFP process at any time and without assigning any reason. ICCR makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by ICCR. The Bidder’s participation in this process may result ICCR selecting the Bidder to engage towards execution of the contract.

10.0 Dispute Resolution Mechanism

The Bidder and the ICCR shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.

b. The matter will be referred for negotiation between <Officer In-charge> of ICCR and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

c. In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

d. The “Arbitration Notice” should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

e. The arbitrators shall hold their sittings at <Location>. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at <Location> alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have
similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

11.0 CONFIDENTIALITY

a) The Department may permit the scanning and digitization Agency to come into possession of confidential public records as per the needs of the project and the bidder company shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto. Information which the agency got to know or come across during execution of the work shall not be shared with any outside agency/person/entity at any point of time.

b) The ICCR shall retain all rights to prevent, stop and if required take the necessary punitive action against the bidder for any forbidden disclosure.

12.0 Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

13.0 Criteria for Evaluation

13.1 Tender Evaluation

a. Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive.

If Proposals;
- Are not submitted in as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Are found with suppression of details
- With incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in the checklist
- Have non-compliance of any of the clauses stipulated in the RFP
- With lesser validity period

b. All responsive Bids will be considered for further processing as below.

13.2 Evaluation process

a. ICCR will constitute a Purchase Committee to evaluate the responses of the Bidders

b. The Purchase Committee constituted by the ICCR shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to
submit requisite supporting documents / documentary evidence, may lead to rejection.
c. The decision of the Purchase Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.
d. The Purchase Committee reserves the right to reject any or all proposals on the basis of any deviations.
e. Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

13.3 EVALUATION CRITERIA

a) The evaluation committee will be constituted by the Council to evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference.
b) Financial Proposals will remain unopened for those Agencies who fail to technically qualify.
c) The bidder with the lowest financial bid (total) will be awarded the contract, subject to fulfilment of all other terms and conditions.
d) In the event of receiving same financial bids of two or more companies, the bidder having higher technical score would be L1 and can be considered for award of contract, subject to fulfilment of all other terms and conditions. In case of a tie both in the financial & technical scores, fresh tendering will have to be initiated.
e) ICCR will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

14 Financial Terms

14.1 Proposal Preparation Costs

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by ICCR to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

ICCR will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

14.2 Commercial Bid Evaluation

a) The Financial Bids of the technically qualified Bidders will be opened on a prescribed date in the presence of Bidder representatives
b) The Bidder with lowest qualifying financial bid (L1) will be awarded the contract the work for the volume of data entry specified in the RFP
c) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
d) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall
prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

14.3 Payment Terms and Procedure

14.4 Paying Authority
All payments shall be made in Indian Rupees. For any On-line subscription fees the bidder shall arrange for its payments for purchase of software/licenses for ICCR and shall submit Invoice for the cost incurred in providing software/subscription of the Web Conference/Meeting/Virtual Meetings and Webinar Solution offered for ICCR.

There will be no advance payment made by ICCR.

100% payment shall be made on yearly basis for the subscription amount by ICCR on submission of Software Registration/Subscription details in the name of ICCR by the OEM. The period of subscription shall be for two years with (auto-renewal, if required) as asked in the price-bid.

The payments shall be paid by this office of ICCR. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory completion report from the concerned ICCR officer for the solution offered and implemented

15.0 Notification of Award/ Award Criteria
ICCR will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

Prior to the expiration of the validity period, ICCR will notify the successful Bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, ICCR, may like to request the Bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful Bidder’s furnishing of Performance Bank Guarantee, ICCR will notify each unsuccessful Bidder and return their

16.0 Signing of Contract
Post submission of Performance Guarantee by the successful Bidder, ICCR shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the Bidder between ICCR and the successful Bidder. The Legal Agreement would contain all the terms and conditions mentioned in this RFP document and is provided as a separately as a template. ICCR shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful Bidder.

In this case, the contract would be awarded to the next responsive Bidder.

17.0 Terms and Conditions Applicable Post Award of Contract

17.1 Termination Clause
The INDIAN COUNCIL FOR CULTURAL RELATIONS, NEW DELHI reserves right to terminate the contract during initial period also after giving one months' notice to the contracting Company.
17.2 Right to Terminate the Process

ICCR reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by ICCR under the following circumstances:

a) The selected Bidder commits a breach of any of the terms and conditions of the bid.

b) The Bidder goes into liquidation, voluntarily or otherwise.

c) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.

d) If the selected Bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. ICCR reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.

e) If deductions on account of penalties & liquidated damages exceeds more than 10% of the total contract price.

f) In case the selected Bidder fails to deliver the quantity as stipulated in the delivery schedule, ICCR reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.

g) After award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, ICCR reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which ICCR may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.

h) ICCR reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking the bank guarantee under this contract.

i) The contractor shall not assign or sublet the contract or any part or it without written permission from ICCR. In case of noncompliance of this Para, the contract may be cancelled and the damages, if any, may be recovered from the contractor.

j) The contractor acknowledges that he has fully acquainted himself with all conditions and circumstances under which he has to complete the data entry job off ICCR with all the terms, clauses, conditions, specifications and other details in this contract.

17.3 Consequences of Termination

a. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], ICCR shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.

b. Nothing herein shall restrict the right of ICCR to invoke the ICCR Guarantee and other guarantees and pursue such other rights and/or remedies that may be available ICCR under law or otherwise.

c. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

New Delhi
18.0 Liquidated Damages
   a. Notwithstanding ICCR’s right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the undelivered portion of order value per week will be charged for every week’s delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value.

   b. ICCR reserves it’s right to recover these amounts by any mode such as adjusting from any payments to be made by ICCR to the Bidder. Liquidated damages will be calculated on per week basis.

19.0 Acceptance Tests

The selected Bidder in presence of the ICCR authorized officials will conduct acceptance test at the site. The test will involve quality check of the data entry. No additional charges shall be payable by the ICCR for making corrections for the errors.

20.0 Penalty

a) In case bidder withdraws or changes his quotation, EMD will be forfeited. Refusal or inability or delay by the successful bidder to supply all deliverable as per scope of work at the contracted rate or any false statement in the bid may result in termination of the contract and forfeiting of EMD/Performance Guarantee as well as disqualification of the bidder from participating in future tenders.

b) For any kind of delay in adhering to the time schedule or substandard work, Bidder shall be liable for 10% of the amount of bill which would be recoverable from the payment of the bill.
1. **SCOPE OF WORK**

2. **Product details:** Web Conference/Meeting/Virtual Meetings and Webinar Solution

3. **General/Common Requirement**

3.1 It is envisaged the web/video conferencing solution, participants can instantly connect face to face, collaborate and engage with their team, employees, various offices regardless of their geographical locations, anytime, anywhere with scheduled/impromptu meetings.

3.2 Webinars on the other hand are also required by ICCR for communicating, conducting training and live sessions/presentations on internet. These webinars are also planned to cover as Livestream events with their broadcast, thus covering large number of audiences across the globe.

3.3 **The Web Conference/Meeting and Webinar Solution offered by the bidder, the bidder shall have authorization from the OEM.**

3.4 **The Web Conference/Meeting and Webinar Solution offered shall be open to install in foreign countries as ICCR has 39 Indian Cultural Centers abroad.**

3.5 **The Web Conference/Meeting and Webinar Solution offered shall be licensed for supply and installation in India.**

3.6 The solution offered and supplied shall have Validity of license/subscription: 24 months from the date of activation.

3.7 ICCR has planned to procure web conferencing solutions delivered as Software-as-a-Service (SaaS) Subscription/Software Supply. The Subscription shall allow at least 3 ‘Virtual Meeting Room/Sessions.

3.8 The Meeting Software shall allow creation of multiple meeting/virtual rooms in parallel for different meetings scheduled at the same time or in staggered timings in-line with the licenses purchased/offered by the bidder.

3.9 Platform should have ability to schedule virtual meeting sessions and re-schedule them on demand

3.10 Each Virtual Meeting Room that is created should have its own Meeting URL/ID/Link for Meetings. The virtual meeting room/link and should be accessible from any H.323 standard based third party Video System

3.11 The offered solution shall provide “Centralized Management and Reporting Console/Admin Console provide User meeting and scheduling with management & diagnostics analysis.

3.12 The solution offered shall provide centralized control/management center for scheduling various virtual meetings/webinars, however meetings thus scheduled can be assigned different moderators/host/co-host in each meeting session to control and chair the meeting session.

3.13 Each meeting created shall allow at least 100 participants during the meeting.

3.14 The Web/Video Conference meeting duration may be configurable for 15 to 2/3
hours whereas Webinars shall be configurable for long hours (4-6 hours with staggered sessions in One Session/Multiple Session.

3.15 The Hosting/Meeting Center shall allow having at least 12 participants displayed on the hosting screen and the participants shall move on display screen in round-robin fashion during video session, or zoom in with Voice control to the center screen.

3.16 The offered solution shall be supplied in the name of Indian Council for Cultural Relation (ICCR) and all licenses/Certificates of the product/software shall be registered with OEM in the name of ICCR. A documentary proof from OEM/Distributor shall be provided for future upgrade/renewal reference. The certificate shall display No. of Host License for meetings and Webinars and No of Concurrent User for participation in a meeting/webinars.

3.17 All participants can join meetings from any device, anywhere, at any time by simply clicking on the meeting invite link with Password or through meeting ID with password. It should be possible attend meeting through browser based access with or without apps or software to download.

3.18 It should provide Email and Calendar Management for sending Invites for video calls by Hosts.

3.19 Platform should not have any restriction on the Number of Simultaneous Meetings as long as the meeting licenses are available.

3.20 The meeting/webinar control pane should be able to show the meeting host and participant/attendees names connected to the meeting along with their device type detail.

3.21 The host/moderator of the meeting should have full control of meeting with options to control Microphone/Video Mute and Unmute by participant self or by host to Force Mute any individual participant or Unmute all, Lock/unlock meeting, Sharing Screen by host/participants one at a time, Record meeting Webinar Sessions, Send reminder to participants on email, or Chat with everyone/privately, by -Hand-Raise feature etc.

3.22 The offered solution shall provide list of participants/attendees in a meeting.

4. Security

4.1 The digital cloud collaboration and communication platform should be compliant to GDPR (General data Protection Regulation) and ISO 270001 certified for Cloud platforms.

4.2 The cloud based web conferencing platform should be encrypted end to end with encrypted signaling and media providing AES 256 for data in motion or at rest.

4.3 The solution offered shall provide all Video calls/Web meeting established through it shall have end-to-end encryption and provide secured collaboration for Webinars with- SSL encryption.

4.4 Every Meeting/Webinar Session shall be password protected, however participants shall be allowed to join the meeting/session as Guest if permitted by the host. The host of the meeting/Moderator shall have full control of the meeting/session.

4.5 The offered solution/software product should not have been banned by Government of India.

[Signature]
5. **Standards and Interface.**

5.1 The solution shall be Compatible to various protocol standards for Live streaming such as RTMP (Real Time Messaging Protocol), HLS protocol, and Flash WebRTC for Users connecting via Chrome, Firefox, or Safari can communicate directly through their browsers, to make it compatible with almost all web browsers and devices.

5.2 The offered solution should be able to interface Video Conferencing Codec units working on H.323/SIP network in a single virtual meeting, from the same OEM.

5.3 It should be possible to integrate the solution with Meeting/Conference Room devices such as; Meeting room camera system, Mac OS Laptops, Window based PC/Laptops, Mobiles/Tablets/IPads and shall also allow sharing of screen through wireless, HDMI, VGA interfaces.

5.4 It should be possible to have 1:1 conversations, Multiway group video conferencing, large meetings with web collaboration and content sharing.

5.5 The offered solution shall allow to setup high quality Video Calls, Screen Sharing (Presentations) with Full High Definition 1080 or high resolution quality.

6. **Reports**

6.1 The platform should allow standard reports to see registration and attendance information, duration of attendance, and even more, using standard or customized reports. Use lead source tracking to identify your most effective sources for attendance.

6.2 Generate reports for information like source tracking, attendees, and events.

7. **Recording**

7.1 It should be possible to export webinar data to Excel or a CSV in readable format.

7.2 The software shall allow recording storage up to 1TB yearly during the contract period and the recordings shall be created automatically/manual intervention.

7.3 It should have facility to record meetings or the session. The session should be over web and exported to save locally. Every Host shall be able to record LIVE Video-Audio call, up to a total of 1-2 hours in general and for long duration during Webinar/Training session's up-to 3-4 hours for recording.

7.4 Host shall be able to download the Video recording later. Host or owner of video shall be able to create a URL for viewing of recording by general public later.

8. **Internet Network Bandwidth Speed and Best Practices**

8.1 **Internet Network Bandwidth Speed**

i. ICCR has its Network Leased Links with NIC (National Informatics Center) over which Internet Services are available at its headquarters having capacity of 100Mbps Links with hot stand-by set-up. The Links are terminated on a cyber security appliance by passing proxy for accessing Internet.

ii. The bidder shall specify Internet Network Speed/Bandwidth required for virtual meeting/webinar separately considering High Video quality transmission. The details shall be submitted by bidder considering all network/communication overheads, so that ICCR and its participants are well informed for necessary arrangements, however following speeds are assumed by ICCR but bidder should specify as per the solution offered and best practices the parameters in the table below:-

\[\text{Speed/Bandwidth:}\]

- 1 Mbps
- 2 Mbps
- 5 Mbps
- 10 Mbps
- 50 Mbps
- 100 Mbps

**Note:** The above speeds are suggested by ICCR, but the bidder should specify the actual speeds as per the solution offered.
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Available Bandwidth (Mbps)</th>
<th>Recommended Bandwidth as per solution (Mbps)</th>
<th>Data Transfer Rates (Mbps)</th>
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<tbody>
<tr>
<td>A. At Centralized Control/Hosting Point/Center</td>
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<tr>
<td>a. Internet Bandwidth Capacity/Speed</td>
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<tr>
<td>i. For Web/Video Conference Meeting with 100 Participants</td>
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<tr>
<td>ii. For Webinar Sessions with 1000 Participants</td>
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<tr>
<td>b. Participants End</td>
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</tr>
<tr>
<td>i. Internet Bandwidth Capacity/Speed</td>
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<tr>
<td>a). Wi-Fi Wireless/Broadband</td>
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<tr>
<td>b). Mobile Hot-Spot</td>
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<td></td>
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<tr>
<td>c). Leased/Wired/WAN</td>
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</tbody>
</table>

iii. The bidder shall also specify other network environment such as any Network Port or Services that shall be required for performing Meetings, Live Streaming of Webinars. It may be noted the for opening of specific ports in cyber security/network setup, it shall be informed at least 2 day in advance for obtaining clearance by NIC.

iv. The bidder shall provide Installation support for setting up for Meetings and for Webinars.

8.2 Best Practices

i. The bidder are also required to provide best practices including Do's and Don'ts and environmental ethics needed to be maintained during the meetings/virtual meetings or webinars in order to perform smooth meeting/webinar sessions.

ii. The bidder shall also indicate the device types that shall be best suitable in order to attend and participate in sessions, minimum configuration needs including browser's and their version, OS and their Versions etc.

9. Features and functionalities required in the Web conferencing (WC) solution:

9.1 The WC solution will be used for, meetings, sharing presentations, sharing the desktop screen, and have discussions with anyone, anywhere, anytime. ICCR should be able to schedule conference meetings in advance or start an instant online meeting and invite people to through a specified link, ID and Password.
9.3 Web Conferencing Solution offered should have:-

i. high quality integrated audio /voice conferencing (over IP)

ii. a personal room with their own meeting URL and its link to make scheduling and joining meeting easy.

iii. Instant access from a browser

iv. Instant file sharing and real time chat

v. Provision to share screens and collaborate online

vi. Provision to share documents and presentations

vii. Intuitive interface for quick user adoption with minimal training

viii. Provision to set meeting sessions in real time anywhere, anytime, on any device like; Smartphone’s, Tablets, Desktops with Multimedia and, Laptop users, etc.

ix. Support to use any platform, including devices with various operating system IOS, Android Windows 8.0 and Mac OS.

x. support 'Active talker or equivalent' functionality to indicate who is speaking

xi. It should be able to deliver rich multimedia with streaming high quality video

xii. It should be able to deliver high quality Audio conferencing over VoIP (Voice over IP).

10. Webinar Sessions:

10.1 **Licenses:** The platform should be provided with 10 ID's for webinar with a capacity of 1000 participants.

10.2 The offered software solution should help to deliver live high-quality video of the panelist up to 50 with other participants may in a mix of Audio & Video mode customer-facing interfaces, user-friendly dashboards, and the option of multiple presenters.

10.3 The offered solution shall provide holding of Webinar's and Presentations including White Board displays.

10.4 It should be possible to share content from Laptop/PC during the Meetings. The tool should have the capability to share Multimedia content such as; Share presentations, applications, whiteboards, streaming video files, and annotate shared content in real-time. Show preloaded content while attendees wait for the event to begin.

10.5 The solution software shall provide user friendly interface for web-meetings/webinars.

10.6 The solution offered shall have integrated at least an Email alert and or SMS alert feature in-built through SMS gateway interface.

10.7 The tool should work on HTTP port 80 and on 443 when using SSL.

10.8 The individual host of the meeting should have following in meeting controls which the host should be able to exercise from their own computer/laptop/desktop etc.

10.9 It should provide a set pre-designed Landing Pages/templates, emails, sign-up forms in the offered webinar solution or shall have provision to prepare customized Page/Template as per the needs of the ICCR.

10.10 The Webinar platform should have provision for registration page that can be customized to capture all registrant information.

10.11 It should be possible to integrate various social media mode for live streaming of webinar event links on to YouTube, face-book, Twitter platforms, etc., and shall have secure access with password-protection to join meeting/session/event access online and shall be offered as a part of the solution quoted for ICCR.

10.12 The offered solution shall be able to integrate with;

i. live events
ii. online courses
iii. product demos
iv. customer trainings,
v. video podcasts,
vi. interviews, or
vii. Internal meetings, across its offices in India and abroad.

10.13 The solution software offered shall have User interaction features by Raising Hands, live-chat features, and automated webinar sequences, provide pop-ups to audience during the webinar session etc.

10.14 Each Meeting/Virtual Meeting Room shall support "Lecture/Event Mode" for holding Online Trainings / Webinars.

10.15 It should allow configuring and running pre-recorded video in a Webinar session shall allow download of recorded events for later viewing.

10.16 The webinar platform should have Automated email management with personalized templates, wherein users can send invitations, confirmations, reminders, and follow-ups automatically.

10.17 The platform should have the ability to take surveys after the webinar. The solution shall provide Analytics and sharing features include on-demand webinars, social media sharing, and performance ratings.

10.18 The platform should allow publishing Post-event destination URL so that it directs attendees to specific URLs, to view or download additional information/content.

11. Services and Support:

11.1 **Warranty:** The authorized partner/OEM of the software shall be required to provide free software updates during the subscription/warranty period free of cost.

11.2 The bidder shall provide technical support by sending its technical support as when desired by ICCR during the setting of Meetings/Virtual Meetings or in case of hosting Webinars by ICCR.

11.3 The bidder shall be required to provide training on the Web Conference/Meeting/Virtual Meetings and Webinar Solution offered. The timing and day shall be decided in consultation with ICCR.

11.4 The bidder shall ensure 99.9% service-level agreements, recording and live streaming capabilities.

12. Training

The bidder is required to provide hands-on training on solution offered that shall have demonstration of all the features in the Software for Web Conference/Meeting and hosting of Webinars.

13. **Delivery of Software License Subscription/Supply**

Within 15 days from the release of purchase order.

14. For the Product/Solution offered ICCR reserves the right to ask the bidder to provide trail copy of the software solution offered before technically accepting the solution.
### Pre-qualification (PQ) criteria:

For Providing Web Conference/Meeting /Virtual Meetings and Webinar Solution for Indian Council for Cultural Relations at Azad Bhavan, Indraprastha Estate, New Delhi-110002

<table>
<thead>
<tr>
<th>S.N</th>
<th>Particular</th>
<th>Description</th>
<th>Submission by the Bidder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Proprietor/Director of Company</td>
<td>Details including Position of the Authorised Signatory</td>
<td>Letter of Authorization at Annexure- DOO and Power of Attorney in the name of Authorized Signatory.</td>
<td></td>
</tr>
<tr>
<td>Name of Tendering Company &amp; date of inception</td>
<td>a) The bidder must be incorporated and registered in India under the Indian Companies Act 1956 for the last five years as on the date of publishing of RFP notice (including name change/impact of mergers or acquisitions).</td>
<td>a).Certificate of Incorporation/ Copy of Registration Certificate (s)/ Name Change document. of registration with a brief profile of the company copy</td>
<td></td>
</tr>
<tr>
<td>Full address of Registered Office with Telephone No., FAX and E-Mail</td>
<td>b) Registered with the GST</td>
<td>b). GST Registration Certificate copy</td>
<td></td>
</tr>
<tr>
<td>Full address of Operating/ Branch Office with Telephone No., FAX and E-Mail.</td>
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<td></td>
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</tr>
<tr>
<td>Banker of Company</td>
<td>Provide Full address</td>
<td>Certified copy of statement of Account for the last three years</td>
<td></td>
</tr>
<tr>
<td>PAN /GIR No</td>
<td>Permanent Account Number</td>
<td>Self attested copy</td>
<td></td>
</tr>
<tr>
<td>Financial Status</td>
<td>Balance Sheet for the last 3 years</td>
<td>Copy of Balance sheet</td>
<td></td>
</tr>
<tr>
<td>Average turnover of the company</td>
<td>In last 3 Years</td>
<td>Copies of ITR for the last 3</td>
<td></td>
</tr>
<tr>
<td>Work Experience</td>
<td>Documents showing successful completion at least one project Web Conferencing/ Video Conferencing for the product offered in the this RFP or similar to it, with Central/ State Government/ PSU</td>
<td>Cost of Rs 50 Lakhs One Order with copy of PO</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Cost of Rs 25 Lakhs Two Orders with copy of POs</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Cost of Rs 17 Lakhs Three Orders with copy of POs</td>
<td></td>
</tr>
<tr>
<td>Affidavit</td>
<td>Stating that the company is/has not been black listed by Central/State Government / PSU</td>
<td>Submit Duly signed &amp; attested Letter</td>
<td></td>
</tr>
<tr>
<td>Fraud and corrupt practices</td>
<td>Declaration by bidder as per Annexure 6</td>
<td>(Duly signed &amp; attested as given in the Tender)</td>
<td></td>
</tr>
</tbody>
</table>

Signature of authorized person
Full Name:
Seal:
Date    Place

*New Delhi*
## Technical Bid Compliance

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Parameters</th>
<th>Evaluation Criteria</th>
<th>Supporting Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Legal Entity/Registration of Company</td>
<td>a) The bidder must be incorporated and registered in India under the Indian Companies Act 1956 for the last <strong>five years</strong> as on the date of publishing of RFP notice (including name change/impact of mergers or acquisitions). b) Registered with the GST</td>
<td>Certificate of Incorporation /Copy of Registration Certificate (s)/Name Change document. GST Registration Certificate</td>
</tr>
<tr>
<td>2.</td>
<td>Annual Turnover</td>
<td>Bidder should have had a minimum annual turnover of <strong>Rs. 50 Lakhs</strong> in last three Financial Years: 2019– 2020, 2018- 2019 2017 – 2018</td>
<td>Audited Balance Sheet for 03 financial year</td>
</tr>
<tr>
<td>3.</td>
<td>Work Experience</td>
<td>The Solution Offered in this RFP the bidder or the OEM product should have successfully completed similar work in any organization in Govt./PSUs in India and have any one of the following experiences in last 3 Years a) One order costing not less than the amount equal to <strong>Rs.50 Lakh</strong> or more. OR b) Two orders costing not less than the amount equal to <strong>Rs. 25 Lakh</strong> or more each OR c) Three orders costing not less than the amount equal to <strong>17 Lakh</strong> or more each.</td>
<td>Copy of Letter of Award / Work Order (WO)/ Contract containing Scope of Work &amp; Order Value and Certification of Acceptance /Completion/ Operational by client or Company Secretary; Verification can be carried out by GSTN (in case required) through any appropriate means with the client as per the details provided by the Bidder. If the information furnished is found to be incorrect or forged then bid would be rejected.</td>
</tr>
<tr>
<td>4.</td>
<td>Manufacturer’s Authorization Form or Dealership certificate from manufacturer</td>
<td>Bidder must be OEM certified partner for the product being offered by them. The bidder has to submit Manufacturer’s Authorization Certificate sell/supply their products.</td>
<td>As per Annexure-3</td>
</tr>
<tr>
<td>5.</td>
<td>Not blacklisted</td>
<td>The bidder should not be blacklisted by any Central/ State Government Ministry/ Department/ PSU/ Government Company.</td>
<td>Self-declaration from the bidder in company letter head, signed by authorized signatory.</td>
</tr>
<tr>
<td>6.</td>
<td>Scope of Work</td>
<td>The bidder should comply to Section III of this RFP</td>
<td>Bidder to Sign all sheets of Scope of work.</td>
</tr>
</tbody>
</table>
Dear Sir/Madam

This is to certify that M/s ________________________________, with its Address ________________________________ is an Authorized Distributor/Dealer of M/s ________________________________ is an OEM of the product/Solution being offered in this RFP.

M/s ________________________________ has been authorized to sell our product for Web Conference/Meeting /Virtual Meetings and Webinar solution for Indian Council for Cultural Relations, India.

Authorised Signatory

<OEM Name>

<OEM Address>

<OEM Main Facility Address>
DECLARATION

1 I _____________________________________________ Son

   /Daughter/Wife of Shri

   _____________________________________________ Proprietor/Director,

   authorized signatory of the Company, mentioned above, is competent to sign this

   declaration and execute this tender document;

2 I have carefully read and understood all the terms and conditions of the tender and

   undertake to abide to them;

3 The information! documents furnished along with the above application are true and

   authentic to the best of my knowledge and belief. I / we, are well aware of the fact

   that furnishing of any false information! fabricated document would lead to rejection

   of my tender at any stage besides prosecution under existing laws.

Signature of authorized
person
Full Name:
Seal:

Date:
Place:

New Delhi
FINANCIAL BID
For providing Web Conference/Meeting/Virtual Meetings and Webinar solution
at
Indian Council for Cultural Relations, Office, Azad Bhawan, IP Estate, New Delhi-110002

1. Name of tendering Service Provider Company
2. Details of Earnest Money Deposit
   a). Amount
   b). D.O. / P.O & Date
   c). Drawn on Bank
3. Rates are to be quoted in accordance with the Terms and Conditions of the Tender Bid and other by-laws applicable (inclusive of all statutory liabilities, taxes, levies, cess etc.)

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Unit Rate</th>
<th>Total Rs.</th>
<th>Taxes</th>
<th>Total Cost inclusive of Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
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<td>ii.</td>
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<td>iii.</td>
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<td>iv.</td>
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<tr>
<td>v.</td>
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<td>vi.</td>
<td></td>
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</tbody>
</table>

Signature of Authorized Person
Full Name: 
Seal
Date
Place:

Notes: 1. The rates quoted by the tendering Company should be inclusive of all statutory/taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by each person during the month.

Please submit these details along with Form 1
DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

We certify that in last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

We declare that:

a) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Section II of Fraud and Corrupt Practices of the Terms and Conditions of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any Government, Central or State; and

b) We have taken steps to ensure that in conformity with the provisions of Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.

We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our directors I managers I employees.

Signature:

Name & Designation with office Seal

Date: Place:
Form 1: Covering Letter for Financial Bid

To:
<Location, Date>
<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

Subject: Submission of the Financial bid for <provide name of the RFPt>

Dear Sir/Madam,

We, the undersigned, offer to provide the services for [Name of RFP] in accordance with your Request for Proposal dated [Date] and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [Amount in words and figures]. This amount is exclusive of the local taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

[Stamp]
Form 2:

**Compliance Sheet for Pre-qualification Proposal**

(The pre-qualification proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Pre-Qualification proposal).

For Providing Web Conference/Meeting /Virtual Meetings and Webinar Solution for Indian Council for Cultural Relations at Azad Bhavan, Indraprastha Estate, New Delhi-110002

<table>
<thead>
<tr>
<th>S.N</th>
<th>Particular</th>
<th>Description</th>
<th>Submission by the Bidder</th>
<th>Submitt ed Y/N</th>
<th>Referenc e &amp; Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Name of Proprietor/Director of Company</td>
<td>Details including Position of the Authorized Signatory.</td>
<td>Letter of Authorization at Annexure-4 and Power of Attorney in the name of Authorized Signatory.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name of Tendering Company &amp; date of inception.</td>
<td>a) The bidder must be incorporated and registered in India under the Indian Companies Act 1956 for the last <strong>five years</strong> as on the date of publishing of RFP notice (including name change/impact of mergers or acquisitions).</td>
<td>a). Certificate of Incorporation/ Copy of Registration Certificate(s)/ Name Change document of registration with a brief profile of the company copy</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>b) Registered with the GST</td>
<td>b). GST Registration Certificate copy</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Full address of Registered Office with Telephone No., FAX and E-Mail</td>
<td></td>
<td>Details</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Full address of Operating/ Branch Office with Telephone No., FAX and E-Mail.</td>
<td></td>
<td>Details</td>
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</tr>
<tr>
<td></td>
<td>Banker of Company with full address</td>
<td>Certified copy of statement of Account for the last three years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PAN /GIR No Permanent Account Number</td>
<td>Self attested copy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Financial Status Balance Sheet for the last 3 years</td>
<td>Copy of Balance sheet</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Average turnover of the company In last 3 Years</td>
<td>Copies of ITR for the last 3</td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Work Experience</td>
<td>Documents showing successful completion at least one project Web</td>
<td>Cost of Rs 50 Lakhs</td>
<td>One Order with copy of PO</td>
<td></td>
</tr>
<tr>
<td>Information</td>
<td>Details to be furnished</td>
<td></td>
<td></td>
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<td>-------------</td>
<td>------------------------</td>
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<tr>
<td><strong>Conferencing/Video Conferencing</strong></td>
<td>Two Orders with copy of POs</td>
<td></td>
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<tr>
<td><strong>Cost</strong></td>
<td><strong>Rs 25 Lakhs</strong></td>
<td></td>
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<tr>
<td><strong>Government/PSU</strong></td>
<td><strong>Rs 17 Lakhs</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>Affidavit</strong></td>
<td>Three Orders with copy of POs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Stating that the company is/has not been black listed by Central/State Government / PSU</strong></td>
<td>Submit Duly signed &amp; attested Letter)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fraud and corrupt practices</strong></td>
<td>(Duly signed &amp; attested as given in the Tender)</td>
<td></td>
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</tr>
<tr>
<td><strong>Declaration about Fraud and corrupt practices</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>OEM/ Manufacturer Authorization</strong></td>
<td>Submit Duly Signed</td>
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<tr>
<td><strong>Refer Annexure 3</strong></td>
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</tr>
</tbody>
</table>

Some of the other Information from the bidders to submit are;

**Form 3: Particulars of the Bidders**

<table>
<thead>
<tr>
<th>S No</th>
<th>Information Sought</th>
<th>Details to be furnished</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name and address of the bidding Company</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Incorporation status of the firm (public limited / private limited, etc.)</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Year of Establishment</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Date of registration</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>ROC Reference No</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Details of company registration</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Details of registration with appropriate authorities for service tax</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Name, Address, email, Phone nos. and Mobile Number of Contact Person</td>
<td></td>
</tr>
</tbody>
</table>
Form 4: Letter of Proposal
To:
<Location, Date>
<Name>
<Designation>
<Address>
<Phone Nos.>
<email id>
Subject: Submission of the Technical bid for <Name of the data entry assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the ICCR for <Name of RFP> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the financial bid uploaded on the e-procurement portal www.tenderwizard.com/ICCREPROC.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <90> days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:
Name and Title of Signatory:
Name of Firm:
Address:
Location: Date:
Form 5: Bank Guarantee for Earnest Money Deposit

To,

<Name>
<Designation>
<Address>
<Phone Nos.>
<email id>

Whereas <<name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<insert date>> for <<name of the assignment>> (hereinafter called "the Bid") to <ICCR>

Know all Men by these presents that we << have our office at <<Address>> (hereinafter called "the Bank") are bound unto the <ICCR> (hereinafter called "the ICCR") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said ICCR, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<insert date>>

The conditions of this obligation are:

4. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
5. If the Bidder, having been notified of the acceptance of its bid by the ICCR during the period of validity of bid.
   a) Withdraws his participation from the bid during the period of validity of bid document; or
   b) Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed;

i. We undertake to pay to the ICCR up to the above amount upon receipt of its first written demand, without the ICCR having to substantiate its demand, provided that in its demand the ICCR will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

ii. This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

iii. NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

iv. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)

v. This Bank Guarantee shall be valid up to <<insert date>>

vi. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)
Seal:
Date:
Form 6: Performance Bank Guarantee 10% of the Bid Value.

PERFORMANCE SECURITY:
<Location, Date>
{Name>
<Designation>
<Address>
<Phone Nos.>
<email id>

Whereas, <<name of the supplier and address>> (hereinafter called "the Bidder") has undertaken, in pursuance of contract no. <<insert contract no.>> dated. <<insert date>> to provide data entry services for <<name of the assignment>> to <ICCR> (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<name of the bank>> a banking company incorporated and having its head/registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, upto a total of Rs. <<insert value>> (Rupees <<insert value in words>> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <<insert value>> (Rupees <<insert value in words>> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed Rs <<insert value>> (rupees <<insert value in words>> only).
II. This bank guarantee shall be valid upto <<insert expiry date>>
III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert expiry date>> failing which our liability under the guarantee will automatically cease.

[Signature]
New Delhi