REQUEST FOR EMPANELMENT (RFE)

FOR

TECHNICAL MANPOWER DEPLOYMENT

Digital India Bhashini Division

A Division under Digital India Corporation

(A section 8 company)

Table of Contents

About DIBD

The National Language Translation Mission has been named BHASHINI. The mission BHASHINI was launched by the Hon'ble PM during Digital India week in July 2022. Later it was decided by the Ministry of Electronics and Information Technology (MeitY), that the mission should be implemented by a newly formed Independent Business Division (IBD) under Digital India Corporation (DIC).

Mission BHASHINI's commitment extends to fostering a resilient content ecosystem that is bolstered by technological support specifically tailored for Indian languages. The platform aims to facilitate widespread access to open-source data and efficient translation tools, strategically positioned to address the needs of a vast and diverse population. With a vision "harness natural language technologies to enable a diverse ecosystem of contributors, partnering entities and citizens for the purpose of transcending language barriers, thereby ensuring digital inclusion and digital empowerment in an AtmaNirbhar Bharat" the BHASHINI platform is poised to serve as a digital public good, contributing significantly to linguistic accessibility and technological empowerment on a national scale.

The purposes of the DIBD are to:

  i.   Develop and maintain a public digital platform for enabling an easy and responsive ecosystem for translation among various Indian languages and English using the latest technologies.

  ii. Create and nurture an ecosystem involving startups and Central/State government agencies working together to develop and deploy innovative products and services in Indian languages.

  iii. Act as the nodal agency to further the above, including through evolution of a sustainable model.

The aims of the Bhashini are to:

1. Enable all Indians easy access to the internet and digital services in their own language and increase the content in Indian languages.

2. Build a National Public Digital Platform for languages to develop services and products for citizens by leveraging the power of artificial intelligence and other emerging technologies.

1. Section 1: Invitation of Bid

1.1. Invitation for Bids

Tenders are invited through CPP portal of Government of India, from eligible, reputed agency for social media and event management. The agency selected as empaneled agency that may result from this RFE will be empaneled for a period of 1 year eligibility for extension to another year. DIBD reserves the right, to extend the contract duration of the project on the mutually agreed terms and conditions. Bidders are advised to note the eligibility and pre-qualifying criteria specified in the Instruction to Bidders of this bid document.

The Bidder can download the RFE/Bid document(s) from the website https://eprocure.gov.in. Bidders are advised to check for any Addendum / Corrigendum issued subsequently with respect to this RFE on https://eprocure.gov.in and ensure its compliance while submitting the Bid. A pre-bid meeting will be held as per the date specified in the factsheet in the Office of CEO, Digital India Bhashini Division, New Delhi.

Email address for official Communication: Interested \ Eligible Bidders may communicate for information at email address: ceo-dibd@digitalindia.gov.in

1.2. Definition of Terms

S. No.	Term	Definition
1	Agreement/contract	The Agreement entered between the Digital India Bhashini Division and the Agency, including all attachments, schedules, annexure thereto and all documents incorporated by reference therein and all amendments, corrigendum /corrigenda, changes thereto
2	Bidder	The use of the term "Bidder" in the Tender means the Single Agency offering the Bids.
3	Selected bidder	The party which will be selected through this RFE to carry out the project activities.
4	Bid /proposal	Offer by the Bidder to fulfil the requirement of the Client under the RFE/Contract for an agreed price. It shall be a comprehensive technical response to the Tender

S. No.	Term	Definition
5	Confidential Information	All information (whether in written, oral, electronic or other format) which relates to the technical and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each stakeholder and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement);
6	Deliverables	Product/Services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFE Implementation and the Maintenance phases
7	Request for Bids/ Tender Document	Written solicitation that conveys to the Bidder, requirements for products/ services that the DIBD intends to buy and implement
8	Tender document/RFE/ bid document	The current document through which the department intends to hire a vendor for technical manpower deployment.
9	SLA	The level of service and other performance criteria which will apply to the Services delivered by the Bidder; SLA executed as part of the work order
10	Vendor	The bidder who is qualified & successful in the bidding process and is given the award of Contract and will be referred to as Vendor
11	Department/ State/Authority/ Purchaser/client	The use of the term "Department/ State/Authority/ Purchaser" in the Tender means Digital India Bhashini Division otherwise specifically stated.

1.3. Schedule of Bid Process

S. No	Information	Details
1.	RFP No. and Date of availability	**Request for Empanelment (RFE) for Technical Manpower Deployment/DIBD/2024/01** *Available for download from <<>> 4:00 pm onwards till <<>>>,4:00 PM*
2.	Last date for submission of written queries for clarifications	**30 July 2024, 4:00 pm** **Email:** **ceo-dibd@digitalindia.gov.in,** **ajay.rajawat@digitalindia.gov.in**
3.	Date of pre-bid conference	**22 July 2024, 11:00 am at** **<<>>**
4.	Release of response to clarifications	**24 July 2024 ,4:00 PM**
5.	Bid validity period	**180 days from the last date (deadline) for submission of proposals.**
6.	Last date (deadline) for submission of bids	**30 July 2024, 4:00 pm**
7.	Opening of Technical Bids	**1 August 2024, 4:30 pm**
8.	Contact person for queries	**Ajay Rajawat** **ajay.rajawat@digitalindia.gov.in**

2. Section 2: Instruction to Bidders (ITB)

2.1. General

While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders are free to assess and propose the solution needed to meet the requirements. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Digital India Bhashini Division based on this RFE.

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 Digital India Bhashini Division. Any notification of

preferred bidder status by the Digital India Bhashini Division shall not give rise to any enforceable rights by the Bidder. The Digital India Bhashini Division may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Digital India Bhashini Division without giving any reason. This RFE supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

2.2. Eligible Bidders

Bids may be submitted by bidders as described below.

    a) The Bidder must be a company/ registered legal entity in India, which has the capabilities to deliver the entire scope of work as mentioned in the RFE.

    b) The bidders qualifying the Pre-qualification/ eligibility criteria mentioned in the RFE document shall be termed as Eligible Bidders and shall be eligible for opening of their Technical Bids.

    c) Consortium partnership will not be allowed. The bidder must meet all eligibility criteria by itself.

2.3. Compliant Bids/ Completeness of Response

The Bidder shall be deemed to have carefully examined the Terms & Conditions, Scope, Service Levels, Specifications, and Schedules of this RFE. If the Bidder has any doubts/clarifications, the Bidder shall submit the Pre-Bid queries before the last date and time to the purchaser seeking clarifications in writing in order that such doubt may be removed, or clarifications are provided.

Submission of the bid shall be deemed to have been done after careful study and examination of the RFE document with full understanding of its implications.

Bids should be submitted in the English language only.

Failure to comply with the requirements of this paragraph may render the Bid(s) non-compliant and the Bid may be rejected.

Bidders must:

a) Include all documentation specified in this RFE.

b) Follow the format of this RFE and respond to each element in the order as set out in this RFE.

c) Comply with all requirements as set out within this RFE.

2.4. Bid fee.

The Bidder will download the RFE document(s) from the website https://eprocure.gov.in. The bid fee if any of the RFE document must be submitted along with the Bids.

2.5. Bidder's Authorized Signatory

Complete bid document should be signed by authorized signatory only.

2.6. Bid Preparation Costs

The Bidder shall be responsible for all costs incurred in connection with participation in the RFE process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, in providing any additional information required by the Purchaser to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. Purchaser will in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.7. Submission of Bid

Bidders are required to submit the bid and required documents online in the GEM portal. The bid document should be duly sealed and signed.

a) Bidders should submit their responses as per the formats given in this RFP.

b) It is to be noted that the technical bid document shall be submitted online by CPP portal.

c) All pages of the Bid, except for the Bid Security, and any other document executed on non-judicial stamp paper, forming part of the Bid and corrections in the Bid, if any, must be signed by the authorized signatory on behalf of the Bidder.

a) All the pages of the Bid 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 Bid.

b) The Bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder itself. Any such corrections must be initialed by the authorized signatory of the Bidder.

c) Only documents uploaded online will be considered for evaluations.

d) The bids submitted by fax/e-mail/by hand other than online submission will be outrightly rejected.

e) The Purchaser shall not be responsible for any delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

f) The Purchaser reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

2.8. Language

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

2.9. Conflict of Interest

Bidder shall not have a conflict of interest that may affect the Bidding Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Purchaser shall forfeit the EMD, if available, and as mutually agreed genuine pre-estimated compensation and damages payable to the Purchaser for, inter alia, the time, cost and effort of the Purchaser including consideration of such Bidder's Bid, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.

The Purchaser requires that the vendor provides solutions which always hold the Purchaser's interest's paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The System Integrator shall not accept or engage in any assignment that would conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Purchaser.

Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:

a) The Bidder or its Associates (or any constituent thereof) and any other Bidder, or its Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of a Bidder, or Associate (or any shareholder thereof having a shareholding of more than 5 per cent of the paid up and subscribed share capital of such Bidder, or Associate, as the case may be) in the other Bidder, or Associate is less than 5% (five per cent) of the subscribed and paid up equity

share capital thereof. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:

i. Where any intermediary controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this Sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary; or

ii. A constituent of such Bidder is also a constituent of another Bidder; or

iii. Such a Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or

iv. such a Bidder has a relationship with another Bidder, directly or through common third parties, which puts them in a position to have access to each other's' information regarding this RFE, or to influence the Bid of either or each of the other Bidder; or

v. There is a conflict among this and other services assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the bidder will depend on the circumstances of each case. While providing related solutions to the Purchaser for this assignment, the Vendor shall not take up any assignment that by its nature will result in conflict with the present assignment; or

b) A Bidder eventually appointed to implement the Solutions for this Project, its Associates, affiliates, shall be disqualified from subsequently providing goods or works or services related to the construction and operation of the same Project and any breach of this obligation shall be construed as Conflict of Interest, provided that the restriction herein shall not apply after a period of 12 months from the completion of this assignment.

2.10. Right to terminate the process

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

2.11. Right to Reject bid

DIBD reserves the absolute and unconditional right to reject the response to this RFE if it is not in accordance with its requirements and no correspondence will be entertained by the department in the matter. The bid is liable to reject if:

a)   It is not in conformity with the instructions mentioned in the RFE document.

b)   It is not properly or duly signed.

c)   It is received after expiry of due date and time.

d)   It is incomplete including non-furnishing the required documents.

e)   It is evasive or contains incorrect information.

f)   There is canvassing of any kind.

g)   It is submitted anywhere other than the place mentioned in the RFE.

h)   There is any form of canvassing/lobbying/influence/query regarding shortlisting status etc.

i)   The submitted bid is not in the provided format mentioned in the RFE.

3. Section 3: Pre-Qualification & Technical Evaluation

3.1. Bid Evaluation Instruction

3.1.1. Bid Evaluation process.

a. The DIBD PMU will do the primary bid evaluation and will submit the bid evaluation report to DIBD competent authority. DIBD competent authority will take decisions on the case file.

b. The decision of the DIBD in the evaluation of responses to the RFE shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the DIBD.

c. DIBD may ask for clarifications. All such clarifications will be done via electronic means only.

d. DIBD reserves the right to reject any or all Bids based on any deviations contained in them.

e. Each of the responses shall be evaluated as per the criterions and requirements specified in this RFE.

3.1.2. Bid Opening Process

a. The Bids submitted up to the last date and time mentioned in this RFE will be opened in presence of the Bid Evaluation Committee or any other officer authorized by the purchaser.

b. Purchaser reserves the right to accept/reject the bid in case a single bid is received.

3.1.3. Bid validity.

The offer submitted by the Bidders should be valid for minimum period of 180 days from the last date of submission of the Bid. If the Bidder withdraws or modifies its bid during period of validity etc., the Bidder will be suspended from participating in the tender processes of Digital India Bhashini Division (DIBD), New Delhi for a period of two years. In addition, the bidder may be blacklisted, debarred for a longer period of time and penalty may be imposed on him/ her.

3.1.4. Bid Evaluation

a) Initial Bid scrutiny will be held and to confirm that Bids do not suffer from the infirmities detailed below. The Bid will be treated as non-responsive if a Bid is found to have been:

    i. Submitted in manner not conforming with the manner specified in the RFE document.

    ii. Received without the appropriate power of attorney.

    iii. Containing subjective/ incomplete information.

iv.   Submitted without the documents requested in the checklist.

v.   non-compliant with any of the clauses stipulated in the RFE.

b) All responsive bids will be considered for further processing as below:

Department 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 RFE document. The decision of the Committee will be final in this regard.

3.2. Criteria for Evaluation

3.2.1. Pre-Qualification (PQ) Criteria

Please note that the Bidders should submit all the documents confirming the qualification as per the eligibility criteria mentioned. The bid is liable to be rejected without submission of relevant documents. The bidder should meet the Qualifying Requirements as mentioned below:

S. No.	Checklist Item Description	Criteria	Proof/Documents Required
1.	Bidder company Registration	The Company should be registered under Companies Act, 1956/2013, Govt. of India in the last three years (FY 2021-22, 2022-23 and 2023-24). LLP/Partnership firms are also allowed to bid. The bidder should not be subsidiary of a foreign company. ***Relaxation shall be given to the startups having valid DPIIT Certificate and MSMEs with MSME/Udyam certificate, and experience in developing Translation/Voice driven applications using AI/ML Technologies**	Valid copy of Certificate of incorporation and Registration Certificates. GST and PAN/TAN number.
2.	Bidder's Average Annual Turnover	Average annual Turnover of the Bidder shall not be less than INR 20 Lakh during the last three financial years FY 2021-22, 2022-23 and 2023-24). ***Relaxation shall be given to the startups having valid DPIIT Certificate and MSMEs with MSME/Udyam certificate, with experience in developing**	CA Certificate with CA's Registration Number/ Seal for annual turnover. Copy of the audited profit and loss account of the company-showing turnover of the company during last three years.

S. No.	Checklist Item Description	Criteria	Proof/Documents Required
		Translation/Voice driven applications using AI/ML Technologies	
3.	Non-Blacklisting	The bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Self-Declaration in this regard by the authorized signatory of the bidder.
4.	Similar Experience	The prospective Vendor must have successfully completed at least three orders/contracts/development projects in last three years, FY 2021-22, 2022-23 and 2023-24) based on any one or more of the following, a. NLP Related applications b. Translation/voice-based bot development c. App (Android/IOS) based development ***Relaxation in similar experience shall be given to the startups having valid DPIIT Certificate and MSMEs with MSME/Udyam certificate, with experience in developing**	PO/Workorder/Lease document with clear project cost to be submitted.

S. No.	Checklist Item Description	Criteria	Proof/Documents Required
		Translation/Voice driven applications using AI/ML Technologies.	
5.	Human Capital Strength	The lead bidder must have 10 On-roll Employees in India.	Self-Declaration Certificate with employee name, designation, and contact number. The bidder shall furnish the CVs of dedicate personnel for DIBD account management.

S. No.	Checklist Item Description	Criteria	Proof/Documents Required
6.	Net worth	The Bidder net worth should be positive in last three years FY 2021-22, 2022-23 and 2023-24). *** Relaxation shall be given to the startups having Valid DPIIT Certificate and MSMEs with MSME/Udyam certificate, with experience in developing Translation/Voice driven applications using AI/ML Technologies**	CA Certificate with CA's Registration Number/ Seal

3.2.2. Technical Qualification Eligibility Criteria

Sr. No.	Technical Qualification Criteria	Break up of Parameters	Weightage/ Score	Max. Score	Remarks
1.	Annual Financial Turnover for the last one year. **(Marks-25) *Relaxation shall be given to the startups having valid DPIIT Certificate and MSMEs with MSME/Udyam certificate**	INR 20 – 25 lakhs	5	20	Documentary evidence required
		INR 25 – 30 lakhs	10		
		INR 30 – 35 lakhs	15		
		> INR 35 lakhs	20		
		For start-up and MSME	10		
2.	Total number of experienced manpower involved in developing Natural Language Processing (NLP)/AI Translation based projects.	2 - 4 Manpower	8	15	Resumes in world bank format. Annexure 12
		5 - 10 Manpower	10		
		> 10 Manpower	15		
3.	Number of employees certified	2 - 5 Certified Employees	5	10	

Sr. No.	Technical Qualification Criteria	Break up of Parameters	Weightage/ Score	Max. Score	Remarks
	in AI/ML in NLP Domain.	6 - 10 Certified Employees	10		Self-declaration on letter head. Annexure 13
4.	No. of NLP based Applications available/developed by manpower on-roll as per qualifications and experience mentioned in RFE	1 - 2 Applications	5	10	Self-declaration on company letterhead with details of application as per table in Annexure 14
		3 - 5 Applications	10		
5.	Number of participated and won government initiatives driven innovation challenge/ hackathon	Any one participated and won government initiatives driven innovation challenge/ hackathon.	15	15	Self-declaration on company letterhead with Documentary evidence. Annexure 15

Sr. No.	Technical Qualification Criteria	Break up of Parameters	Weightage/ Score	Max. Score	Remarks
6.	Presentation			30	• Technology stack • Innovative solution • Demonstration/presentation of NLP based Applications available/developed by manpower on-roll as per qualifications. • Demonstration/presentation Participated and won government initiatives driven innovation challenge/ hackathon. • Presentation on methodology used in government initiatives driven innovation challenge/ hackathon.

Sr. No.	Technical Qualification Criteria	Break up of Parameters	Weightage/ Score	Max. Score	Remarks
	Total			100	

3.2.4. Empanelment criteria

Post evaluation process, the bidders who will score minimum 70 % in technical qualification shall be empaneled with Digital India BHASHINI Division for one year (extendable up to 2 years).

3.2.5. Notification of Empanelment

Digital India Bhashini Division will notify the successful bidder in writing (LoI) thereby indicating that its Bid has been accepted.

3.2.6. Right to Accept Any Bid and To Reject Any or All Bid(s)

The Purchaser reserves the right to accept or reject any Bid, and to annual the Bidding Process / public procurement process and reject all Bids 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 purchaser action.

3.2.7. Change Request (CR)

The change request will be applicable incase the purchaser wants to enhance the scope of work, for which the price is already discovered. It is to be noted that the Change Request (CR) will be estimated based on the quantities at the discovered price during original supply period.

3.2.8. Failure to agree with terms and condition of RFE.

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFE shall constitute sufficient grounds for the annulment of the award, in which event DIBD may award the contract to the next best value bidder or call for new Bid from the interested bidders.

3.2.9. Laws Governing the Contract

This contract shall be governed and interpreted in accordance with the laws of India. The place where the contract is to be performed shall have exclusive jurisdiction over all matters arising out of or in respect of the contract.

3.2.10.   Dispute resolution mechanism & Arbitration

The Bidder and the Purchaser shall endeavor 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 Nodal Officer of Purchaser or the Purchaser and the Authorized Official of the Vendor. The matter shall then be resolved between them, and the agreed course of action documented within a further period of 15 days.

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 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.

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.

The arbitrators shall hold their sittings at "The High Court Delhi". The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at "Delhi" 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 "The High Court Delhi". 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.

4. Section 4: Term of Reference

4.1. Scope of work

A. Overview

i. The service provider must provide and deploy "Manpower Outsourcing Service" as per the specified numbers, skillset, qualifications, and experience to function and perform duties as per the terms and conditions and requirement mentioned in this RFE.

ii. The deployment of professional and skilled resources will be done on task basis (people are assigned to specific tasks.). The service provider will charge based on the number of people (man-days) working on the task and the number of days they spend on it.

iii. Upon receiving detailed requirements from DIBD, the vendor shall submit data outlining the manpower resources available within their organization that meet the specified criteria. DIBD retains the sole discretion to select the necessary personnel based on their specific needs and preferred deployment method.

iv. In the event of an on-site deployment, the resource shall follow the work schedules and holidays as per DIBD engagement.

v. The vendor will be responsible for handling leave requests and other personnel matters for the selected staff during the deployment of the resource while working on the respective task, subject to DIBD's prior consent and approval.

vi. Statutory compliances pertaining to the resources shall be done by vendor. In this capacity, the vendor is solely responsible in managing all human resources (HR) matters related to the deployed staff.

vii. Deployed personnel must be equipped with the necessary assets to complete their assigned tasks. These assets should include pre-installed and licensed software applications that are essential for successful execution of their duties.

viii. DIBD retains the unilateral right to reject any or all deployed personnel, even after their initial deployment. Grounds for rejection include:
   a. Failure to meet the required qualifications or performance specifications (i.e., unsatisfactory performance).
   b. Unapproved absence exceeding three consecutive working days.

ix. DIBD reserves the right to terminate the deployment of any or all personnel with prior written notice. In such instances, the vendor is obligated to provide a suitable replacement.

x. The vendor shall comply with the pre- defined timelines of the assigned tasks by DIBD. Any delay shall lead to applicable to penalty defined in SLA.

B. Broad definition of tasks

DIBD shall provide all details and information as per the requirement on need basis with applying appropriate filters and checks as and when required. The resources are required to work on the following areas.

a. **Project management:** The resource deployed by the agency should have skills to undertake the responsibilities such as scheduling timelines for projects; create management, communication plans and processes; analyze and develop procedures for management and technical duties of the tasks assigned to the respective team, define project responsibilities with stakeholders.

b. **OS & Virtualization related tasks**: The resources deployed by the agency are required to ensure setting, maintaining, troubleshooting, virtualization setup, creating VM templates as per domain requirements with OS, Web server, Database, Programming language, technology stack, etc. The resources also need to take care for adding/ augmenting servers to virtualization, provisioning and distribution of storage types based on requirements, satellite server, authorization and authentication using centralized system, operation, maintenance and allotment of compute resources, IPA setup and pushing OS patches, setting open-source satellite server and capsules, OS hardening and tuning, deciding, and implementing clustering solutions and Planning OS upgrades.

c. **Databases related tasks:** The resources deployed by the agency are required to ensure installation/configuration Databases and setting up replications but not limited to MariaDB, PostgreSQL etc., Backup scheduling and validation of backup integrity, setting up and maintaining NoSQL DB's like but not limited to Couchbase, Mongo DB, Elastic, Redis, etc., Generating reports from the DB's, tuning, indexing, slow queries findings and querying NoSQL Databases. DB version upgrades

d. **Infrastructure Security related tasks:** The resources deployed by the agency are required to ensure managing security at OS level, hardening of servers and installed tools and applications, Linux, OS Firewall configurations, VA clearance, logs analysis, Patching OS, and other installed applications.

e. **Application Configuration related tasks:** The resources deployed by the agency must have skills to Configuring CMS like Drupal, WordPress and other popular CMS, session management, php version maintenance and troubleshooting, mail settings, Apache, Nginx, php-fpm etc. Patch fixing for vulnerabilities.

f. **Documentation:** The resources deployed by the agency should have knowledge for maintaining documentation for the activities performed using open-source tool like Own Cloud or other as appropriate

g. **Open-Source components usage**: The resources deployed by the agency should have knowledge how to Explore and implement open-source tools used for day today activities like monitoring, reporting, NoSQL Databases, Squid, Nagios, Wiki Own Cloud, HaProxy etc.

h. **Dockers Setup**: The resources deployed by the agency should have expertise on how to ensure setting/maintaining/troubleshooting docker environment using containers and hosting websites on the setup.

i. **Planning and Defining Scope:** The resources deployed by the agency should have skill for activity planning and sequencing; resource planning; developing schedules; time estimating; cost estimating; sprints management and release lifecycle; planning for OS migrations.

j. **User Interface/User eXperience (UI/UX)**: The resources deployed by the agency should have skills to undertake responsibilities such as:

- conceptualize innovative ideas that have user-friendly Graphic User Interface (GUI),
- simplify any complex design, create prototypes, and digital mockups that illustrates the functions and appearance of a website like, layout adjustments based on user feedback,
- develop drafts for internal teams, clients, and key stakeholders,
- identify and troubleshoot UI/UX problems, etc.

k. **Development, designing and maintaining API:** The deployed resources by the agency should have skills to undertake responsibilities such as:

- Define and implement API specifications following RESTful principles and OpenAPI Specification (formerly Swagger).
- Develop scalable, efficient, and maintainable APIs using appropriate technology stacks, such as Node.js, Express.js, Java Spring Boot, .NET Core, GoLang, Flask, etc.
- Ensure APIs follow strict security guidelines, such as OAuth2, JSON Web Tokens (JWT), encrypted connections, input validation, output encoding, rate limiting, logging, and auditing.
- Write unit tests, integration tests, and end-to-end tests to validate functionality, reliability, and performance.
- Create comprehensive developer guides, reference manuals, and tutorials documenting API features, usage, and limitations.

- Work closely with cross-functional teams, including Product Management, UX/UI Design, Backend Development, Frontend Development, and Operations, to align API roadmaps and deliverables.
- Stay abreast of emerging trends, technologies, and best practices related to API design, development, deployment, and management.
- Provide mentorship and guidance to junior team members in API development, design, and testing practices.
- Participate in code reviews, pair programming sessions, and agile ceremonies to promote collaborative working relationships and improve overall productivity.
- Monitor and resolve production issues, escalate if necessary, and contribute to postmortem analyses to prevent future occurrences.
- Contribute to open-source projects and actively participate in online communities to enhance personal growth and demonstrate thought leadership in API development.

C.   Resource Categories, Educational Qualifications and Experiences

Sr.no	Role	Minimum Qualification	Experience
1.	Sr. DevOps Engineer -	• B Tech in computer science and Information technology/ B.E. / MCA /MBA • Relevant certification in the field of DevOps	1-5 Yrs. of overall experience of • Strong knowledge DevOps principal practices and programing and scripting languages such as python, shell, ruby etc; • experience with version control system like GIT, • knowledge of cloud platform like GTP, AWS, Azure, • understanding of CI/CD pipeline; familiarity with containerization technology such as Docker, Kubernetes.

Sr.no	Role	Minimum Qualification	Experience
			Must have experience in developing Translation/Voice driven applications using AI/ML Technologies
2.	DevOps Engineer	• B Tech in computer science and Information technology/ B.E. / MCA /MBA • Relevant certification in the field DevOps	1-5 Yrs. of overall experience of • working on programing and scripting languages such as python, etc; • experience with version control system like GIT, • knowledge of cloud platform like GTP, AWS, Azure, • understanding of CI/CD pipeline; familiarity with containerization technology such as Docker. • Must have experience in developing Translation/Voice driven applications using AI/ML Technologies

Sr.no	Role	Minimum Qualification	Experience
3.	Jr. DevOps Engineer –	• B Tech in computer science and Information technology/ B.E. / MCA /MBA • Relevant certification in the field DevOps	1 Yrs. of overall experience of • working on programing and scripting languages such as python, etc; • knowledge with version control system like GIT, • knowledge of cloud platform like GTP, AWS, Azure, • understanding of CI/CD pipeline; familiarity with containerization technology such as Docker; • Must have experience in developing Translation/Voice driven applications using AI/ML Technologies.

Sr.no	Role	Minimum Qualification	Experience
4.	Project Manager	• Bachelor's degree in computer science, information technology, engineering, or a related field is typically required. Advanced degrees or certifications in project management, DevOps, or agile methodologies may be preferred. Preferred but not mandatory Project Management Professional (PMP) certification or equivalent project management credentials	Minimum 1-5 years' experience in IT/ software • Proven track record of successfully managing complex IT projects from initiation to completion, preferably in Agile or DevOps environments. • Experience in leading cross-functional teams, including developers, operations engineers, testers, and other stakeholders. • Understanding of software development lifecycle (SDLC) methodologies and agile project management frameworks • Must have experience in developing Translation/Voice driven applications using AI/ML Technologies

Sr.no	Role	Minimum Qualification	Experience
5.	Solution Architect – Enterprise Applications	• Bachelor's or master's degree in computer science, information technology, software engineering, or a related field is typically required. Advanced degrees or certifications in enterprise architecture or relevant domains may be preferred.	Minimum 1-5 years' experience in IT/ software • In-depth knowledge of enterprise application development frameworks, platforms, and technologies, such as Java EE, .NET, Spring, Node.js, etc. • Proficiency in cloud computing concepts and platforms (e.g., AWS, Azure, Google Cloud) and their integration with on-premises systems. • Expertise in architecting and designing microservices-based architectures, APIs, event-driven systems, and other modern application patterns. Must have experience in developing Translation/Voice driven applications using AI/ML Technologies

Sr.no	Role	Minimum Qualification	Experience
6.	Business Analyst	B.E. / B. Tech / MCA/MBA for all Business analysts	Minimum 1-5 years' experience in IT/ software Experience in leading and managing business analysis activities across large-scale projects or programs. • Expertise in defining business strategies, roadmaps, and transformation initiatives aligned with organizational goals. • Strong communication and interpersonal skills to effectively collaborate with senior stakeholders and executive leadership. • Experience in conducting gap analysis, business process reengineering, and change management activities. • Proficiency in using advanced business analysis tools and techniques, such as data modeling, requirements traceability, and business case development. In-depth knowledge of industry trends, emerging technologies, and business intelligence solutions applicable to the business domain.

Sr.no	Role	Minimum Qualification	Experience
7.	Data analyst	• B Tech / B.E. or • Master's degree in Statistics, Mathematics, Computer Science or equivalent	Minimum 2-5 years' experience in IT/ software • Experience with big data technologies such as Hadoop or Spark is a plus. • Certification in data analysis or related field (e.g., Microsoft Certified: Data Analyst Associate) is advantageous but not mandatory. • Proven experience in analysing the huge volume of data. • Proficiency in statistical analysis tools such as Python, SQL. Proficiency in statistical analysis tools such as Python, SQL. • Strong analytical and problem-solving skills. Must have experience in Data collection exercises in domain of Translation/Voice driven using AI/ML Technologies

Sr.no	Role	Minimum Qualification	Experience
8.	Data Scientist	B Tech / B.E./ master's degree in Statistics, Mathematics, Computer Science or equivalent	1-3 Years Experience in • Proficiency in programming languages such as Python, R, or Scala. • Strong knowledge of statistical analysis, machine learning algorithms, deep learning and data manipulation techniques. • Experience with big data frameworks such as Hadoop, Spark, or TensorFlow is a plus. • Excellent communication and interpersonal skills. • Ability to work effectively in a fast-paced and collaborative environment. Must have experience in developing Translation/Voice driven applications using AI/ML Technologies

Sr.no	Role	Minimum Qualification	Experience
9.	Cloud Data Engineer	Degree in Computer Programming, Computer Science, or a related field from a reputed institute	1- 3 year of experience in: • Design and implement data pipelines for ingesting, processing, and storing large volumes of data in the cloud. • Develop and maintain ETL processes to transform raw data into usable formats for analytics and reporting. • Work closely with data scientists and analysts to understand data requirements and ensure data quality and integrity. • Optimize and tune data pipelines for performance, scalability, and cost-efficiency. Proficiency in cloud platforms such as AWS, Azure, or GCP.Experience with big data technologies such as Hadoop, Spark, or Kafka. Must have experience in developing Translation/Voice driven applications using AI/ML Technologies

Sr.no	Role	Minimum Qualification	Experience
10.	Integration Architect	Bachelor's Degree in Computer Programming, Computer Science, or a related field from a reputed institute. Post-graduate education desired.	In-depth knowledge of integration technologies and protocols such as REST, SOAP, JSON, XML, and message queues. Experience with integration platforms such as MuleSoft, Dell Boomi, or Apache Camel. Strong understanding of enterprise architecture principles and practices. Must have experience in developing Translation/Voice driven applications using AI/ML Technologies

Sr.no	Role	Minimum Qualification	Experience
11.	UI/UX Designer	• Bachelor's degree in graphic design, Interaction Design, or related field.	Minimum 1-3 years of experience in: • Proficiency in design tools such as Adobe XD, Sketch, or Figma. • Strong portfolio showcasing a range of design projects and problem-solving skills. • Solid understanding of user-centered design principles and methodologies. • Excellent communication and collaboration skills. • Ability to work independently and manage multiple projects simultaneously. Design wireframes, mockups, and prototypes for web and mobile applications. • Create user flows, personas, and journey maps to guide the design process. Must have experience in developing UI for Translation/Voice driven applications using AI/ML Technologies

Sr.no	Role	Minimum Qualification	Experience
12.	Senior Developer	Minimum B.E. / B. Tech / MCA In-depth knowledge of JavaScript and React concepts, excellent front-end coding skills, and a good understanding of progressive web applications	Minimum 3 years of experience in: • Proficiency in programming languages such as Java, JavaScript, Python, or C#. • Strong understanding of software design principles, patterns, and architectures. • Experience with modern development frameworks and tools (e.g., Spring, React, Angular, Node.js). • Solid knowledge of database systems (SQL and NoSQL) and ORM frameworks. • Excellent problem-solving and analytical skills. Must have experience in developing Translation/Voice driven applications using AI/ML Technologies

Sr.no	Role	Minimum Qualification	Experience
13.	Developer	Minimum B.E. / B. Tech / MCA	Minimum 1 year of experience in: • Proficiency in programming languages such as Java, JavaScript, Python, or C#. • Experience with web development frameworks and tools (e.g., Spring, React, Angular, Node.js). • Knowledge of database systems and SQL.Test and debug software applications to ensure functionality and performance. Participate in code reviews and provide feedback to team members.

Sr.no	Role	Minimum Qualification	Experience
14.	Mobile Application Developer[1]	Minimum B.E. / B. Tech / MCA	Minimum 1 years of experience in • Mobile application development for iOS and/or Android platforms. • Proficiency in programming languages such as Swift, Objective-C, Java, Kotlin, or Flutter. • Strong understanding of mobile UI/UX design principles and best practices. • Experience with mobile app development frameworks and tools such as Xcode, Android Studio, or Flutter SDK. • Knowledge of mobile app architecture patterns such as MVC, MVVM, or MVP. • Familiarity with RESTful APIs and integration of third-party services. Experience with version control systems such as Git.

Sr.no	Role	Minimum Qualification	Experience
15.	Quality assurance expert	Minimum B.E. / B. Tech / MCA for all testers	Minimum 1-3 Years of • Quality analysis experience must have experience in Load/regression Testing. • Minimum 1 year. experience in IT/ software development / IT System projects / Website Development / Mobile Application Development with Minimum of 1 years' experience in same role (i.e., Tester) • 1-2 years' experience: Minimum 1 years' experience in IT/ software development / IT System projects / Website Development / Mobile Application Development with Minimum of 1 years' experience in same role (i.e. Tester).
16.	Training and Change Management Expert	Minimum B.E. / B. Tech / MCA/MBA	• Minimum of 1 year experience in delivery of User Training Programs through Training and Change Management. • Minimum 1 years' experience in training / change management.

5. Service Level Agreement (SLA) & Penalties

Service Level Agreement (SLA) shall become the part of contract between Digital India Bhashini Division and the Successful Bidder. SLA defines the terms of the successful Bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The successful Bidder has to comply with Service Levels requirements to ensure adherence to project timelines, quality, and availability of services.

Note: Penalties shall not be levied on the successful Bidder in the following cases:

a) There is a force majeure event affecting the SLA which is beyond the control of the successful Bidder.

b) The non-compliance to the SLA has been due to reasons beyond the control of the bidder. Theft cases by default would not be considered as "beyond the control of bidder". However, certain cases, based on circumstances & certain locations, DIBD may agree to qualify as "beyond the control of bidder". Damages due to Accident / Mishap shall be considered as "beyond the control of bidder".

The Service Levels defined are meant to enforce the successful bidder to abide by certain parameters which are defined in the subsequent section for the successful execution of the project during the implementation and maintenance phase. The levels are always defined between client and vendor; in case of this bid it will be set between DIBD as client and successful bidder as vendor.

6. Work Allotment to the empaneled vendors:

- After the empanelment, the work shall be awarded to the bidder who shall quote the lowest time for the task, mentioning the number of resources to be deployed in the task and the estimated time. Once quoted, the bidder shall be paid for quoted tenure only.

- Once the agency is empaneled, a Term of Reference (ToR) shall be floated where the empaneled agency who proposes the lowest computed estimate task time shall be given order against the estimate of the task provided by the DIBD.

- A limited RFQ shall be floated to the empaneled vendors with detailed scope of work, terms and condition, deliverables and timelines, and service level agreement.

7. Payment

Payment shall be done upon successful completion, submission and approval of the task/ project assigned to the vendor/resource.

8. Service Level Agreement Terms:

#	Service Level Objective	Definition	Target	Penalty
1.	Deployment delay	Delay in deployment of resource	Within 2 days from the date of written request for resource from DIBD	Penalty as indicated below: Rs. 2000/- per day.
2	Delay in task completion/delivery	DIBD will provide the estimated hours (±5%) for completion of the tasks. The bidder will propose the lowest computed estimate against the estimate of the task provided by the DIBD. The SLA will be implemented according to the proposed hours by bidder.	Within 2% of the proposed time.	Penalty as indicated below: Delay of 3% to 5%: 1% of the total billing amount. Delay of 5% to 7%: 3% of the total billing amount. Delay of 7% to 9%: 5% of the total billing amount. Delay of more than 9%: 10% of the total billing amount. Maximum penalty shall not be more than 10% of total billing value. If the total penalty is more than 10%, DIBD may terminate the contract and forfeit the payment.

9. ANNEXURES

9.1. ANNEXURE 1: Form for Undertaking of Total Responsibility (Company Letter head)

To:

The CEO,

Digital India Bhashini Division

Electronics Niketan, 6, CGO Complex,

Lodhi Road, New Delhi – 110003

Tender Ref.   Date:

Dear Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for providing the proposed resources and facilities, as per the requirements and terms and condition of the Request for Empanelment (RFE) For Technical manpower.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name   :

Designation   :

Date   :

Seal   :

Business Address   :

9.2. ANNEXURE 2: Form for Particulars of the Bidder (Company Letter head):

Ref:		Dated:			
Firm Details:					
A1	Name of the bidding Company				
A2	Registered Office Address				
A3	Address of Office(s)				
B	Incorporation Status of the firm	**Public Limited**	**Private Limited**	**Partnership**	**Proprietary**
	Enter "Yes" in appropriate box				
C	Year of Establishment				
D	Date of Incorporation				
E	ROC Reference No				
F	Registration Number				
G	PAN Number				
H	Date of Commencement of Business				
I	GSTIN				
J	Details of Contact Person				
J1	Name				
J2	Address				
J3	E-mail id				
J4	Phone Number				
J5	Mobile Number				

Ref:		Dated:
K	Name & Designation of Authorized Signatory	
L	Address of property offered	
M	Floor number and number of total floors	

9.3. ANNEXURE 3: Undertaking of Service Level Compliance (Company letter head)

To,

The CEO,

Digital India Bhashini Division

Electronics Niketan, 6, CGO Complex,

Lodhi Road, New Delhi – 110003

Tender Ref.   Date:

Dear Sir,

Sub: Undertaking on Service Level Compliance

I/We as Implementing Agency do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFE to provide quality service to Digital India Bhashini Division.

However, if the proposed resources and facilities are found to be insufficient in meeting the RFE and/or the service level requirements given by DIBD, then we will augment the same without any additional cost to DIBD.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name   :

Designation   :

Date   :

Seal   :

Business Address   :

9.4. ANNEXURE 4: Pre-qualification Bid Cover Letter (Company Letter head):

To,

The CEO,

Digital India Bhashini Division

Electronics Niketan, 6, CGO Complex,

Lodhi Road, New Delhi – 110003

Sub: Submission of the response to the RFE No <> dated <> for Empanelment of Vendor for the providing technical manpower.

Dear Sir,

In response to your RFE No. _____, we hereby submit our offer herewith.

1. Bidder Name : _____

2. Website Address : _____

3. Email Address : _____

4. Address for Communication : _____

                   _____

                   _____

5. Telephone Number : _____

6. Fax/Telefax Number : _____

7. Authorized Person - Name : _____

Designation : _____

Mobile No. : _____

Email ID : _____

8. Alternate Person Name : _____

Designation : _____

Mobile No. : _____

Email ID   : _____

9. PAN Number   : _____

10. GST Regn. No. with Address   : _____

_____

11. Beneficiary's complete Bank Details.

Bank Account No.   : _____

IFSC / NEFT Code   : _____

Name of the Bank   : _____

Address of the Branch   : _____

14. Following Documents are submitted to substantiate other eligibility criteria.

    i.

_____

_____

    ii.

_____

_____

    iii.

_____

_____

DECLARATION

1. We have read and understood the terms & conditions of the above-mentioned tender and comply to all Terms & Conditions of the Tender. (In case of any deviation, the Bidder must attach a separate sheet clearly mentioning the Clause No. of the Tender and Deviation there to)

2. We certify that the information mentioned above are true and correct to best of our knowledge.

Place: Signature of Authorized Signatory with Seal

Date: Name:

Designation:

9.5. ANNEXURE 5: Pre-qualification Compliance Checklist):

S. No.	Checklist Item Description	Criteria	Proof/Documents Required	Complaint (Yes/No)	Reference Page no.
1.	Bidder company Registration	The Company should be registered under Companies Act, 1956/2013, Govt. of India in the last three years (FY 2021-22, 2022-23 and 2023-24). LLP/Partnership firms are also allowed to bid. The bidder should not be subsidiary of a foreign company. ***Relaxation shall be given to the startups having valid DPIIT Certificate and MSMEs with MSME/Udyam certificate, and experience in developing Translation/Voice driven applications using AI/ML Technologies**	Valid copy of Certificate of incorporation and Registration Certificates. GST and PAN/TAN number.		
2.	Bidder's Average Annual Turnover	Average annual Turnover of the Bidder shall not be less than INR 20 Lakh during the last three financial years (FY 2021-22, 2022-23 and 2023-24). ***Relaxation shall be given to the startups having valid DPIIT**	CA Certificate with CA's Registration Number/ Seal for annual turnover. Copy of the audited profit and loss account of the company-showing turnover of the		

S. No.	Checklist Item Description	Criteria	Proof/Documents Required	Complaint (Yes/No)	Reference Page no.
		Certificate and MSMEs with MSME/Udyam certificate, with experience in developing Translation/Voice driven applications using AI/ML Technologies	company during last three years FY 2021-22, 2022-23 and 2023-24).		
3.	Non-Blacklisting	The bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Self-Declaration in this regard by the authorized signatory of the bidder.		
4.	Similar Experience	The prospective Vendor must have successfully completed at least three orders/contracts/development projects in last three years (FY 2021-22, 2022-23 and 2023-24) based on any one or more of the following, a. NLP Related applications b. Translation/voice-based bot development c. App (Android/IOS) based development	PO/Workorder/Lease document with clear project cost to be submitted.		

S. No.	Checklist Item Description	Criteria	Proof/Documents Required	Complaint (Yes/No)	Reference Page no.
		*Relaxation in similar experience shall be given to the startups having valid DPIIT Certificate and MSMEs with MSME/Udyam certificate, with experience in developing Translation/Voice driven applications using AI/ML Technologies.			
5.	Human Capital Strength	The lead bidder must have 10 On-roll Employees in India.	Self-Declaration Certificate with employee name, designation, and contact number. The bidder shall furnish the CVs of dedicate personnel for DIBD account management.		

S. No.	Checklist Item Description	Criteria	Proof/Documents Required	Complaint (Yes/No)	Reference Page no.
6.	Net worth	The Bidder net worth should be positive in last three years FY 2021-22, 2022-23 and 2023-24). *** Relaxation shall be given to the startups having Valid DPIIT Certificate and MSMEs with MSME/Udyam certificate, with experience in developing Translation/Voice driven applications using AI/ML Technologies**	CA Certificate with CA's Registration Number/ Seal		

9.6. ANNEXURE 6: Technical qualification Compliance Checklist)

Sr. No.	Technical Qualification Criteria	Break up of Parameters	Score	Max. Score	Remarks	Compliant	Ref. Page No.
1.	Annual Financial Turnover for the last one year. **(Marks-25) *Relaxation shall be given to the startups having valid DPIIT Certificate and MSMEs with MSME/Udyam certificate**	INR 20 – 25 lakhs	5	20	Documentary evidence required		
		INR 25 – 30 lakhs	10				
		INR 30 – 35 lakhs	15				
		> INR 35 lakhs	20				
		For start-up and MSME	10				
2.	Total number of experienced manpower involved in developing Natural Language Processing (NLP)/AI Translation based projects.	2 - 4 Manpower	8	15	Resumes in world bank format. Annexure 12		
		5 - 10 Manpower	10				
		> 10 Manpower	15				

Sr. No.	Technical Qualification Criteria	Break up of Parameters	Score	Max. Score	Remarks	Compliant	Ref. Page No.
3.	Number of employees certified in AI/ML in NLP Domain.	2 - 5 Certified Employees	5	10	Self-declaration on letter head. Annexure 13		
		6 - 10 Certified Employees	10				
4.	No. of NLP based Applications available/developed by manpower on-roll as per qualifications and experience mentioned in RFE	1 - 2 Applications	5	10	Self-declaration on company letterhead with details of application as per table in Annexure 14		
		3 - 5 Applications	10				
5.	Number of participated and won government initiatives driven innovation challenge/ hackathon	Any one participated and won government initiatives driven innovation challenge/ hackathon.	15	15	Self-declaration on company letterhead with Documentary evidence. Annexure 15		

Sr. No.	Technical Qualification Criteria	Break up of Parameters	Score	Max. Score	Remarks	Compliant	Ref. Page No.
6.	Presentation			30	• Technology stack • Innovative solution • Demonstration/presentation of NLP based Applications available/developed by manpower on-roll as per qualifications. • Demonstration/presentation Participated and won government initiatives driven innovation		

Sr. No.	Technical Qualification Criteria	Break up of Parameters	Score	Max. Score	Remarks	Compliant	Ref. Page No.
					challenge/ hackathon. • Presentation on methodology used in government initiatives driven innovation challenge/ hackathon.		
	Total			**100**			

9.7. ANNEXURE 7: Turnover and Net worth Certificate:

S. No.	Financial Year	Annual Turnover (Rs. Crores)
1.	Financial Year 2021-22	
2.	Financial Year 2022-23	
3.	Financial Year 2023-24	

Note: The audited Financial Statement for the corresponding year must be enclosed.

S. No.	Financial Year	Net worth (Rs. Crores)
1.	Financial Year 2021-22	
2.	Financial Year 2022-23	
3.	Financial Year 2023-24	

9.8. ANNEXURE 8: Format for Project Citation Summary:

#	Project name	Client	Value (In Rs.)	Start/ End date	Current Status	Proposal Reference (Page No.)

Note: Please enclose detail for project criteria in (as mentioned in PQ/TQ) separately

9.9. ANNEXURE 9: Format for Manpower Details:

S. No.	Role	Name of the Resource	Qualifications	Overall Experience (Years)
1.				
2.				
3.				
4.				

9.12. ANNEXURE 12: Resumes of manpower involved in NLP/AI translation-based projects.

A. List of resumes attached.

Sr. no	Name of resource	Refer Page number
1.		
2.		
3.		
4.		
5.		
6.		

B. World Bank Format

Basic information	Name	
	Position:	
	Date of Birth	
	Education:	

Employment Record	From	To	Company	Position Held

Brief Profile	
Countries of Work Experience	
Languages	

Work Undertaken that Best Illustrates Capability to Handle the Task Assigned
Nature of Work:
Year:
Location:

Company:

Position Held:

Main features:

Activities Performed:

-

Contact Details-

9.13. ANNEXURE 13: Self declaration of total number of certified employees in AI/ML in NLP Domain (Company Letter head)

To:

The CEO,

Digital India Bhashini Division

Electronics Niketan, 6, CGO Complex,

Lodhi Road, New Delhi – 110003

Tender Ref.   Date:

Dear Sir,

Sub: Self certificate regarding total number of certified employees in AI/ML in NLP Domain

We confirm that our company,_, has a <<>> number of certified employees in AI/ML in NLP Domain and have attached the certificates of their AI/ML qualification of each of the resources listed below.

List of resources certified employees in AI/ML in NLP Domain

Sr. no	Name of resource	Refer Page number of certificate attached
1.		
2.		
3.		
4.		

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name   :

Designation   :

Date   :

9.14. ANNEXURE 14: Self-declaration of NLP Based applications available/developed by manpower on-roll (Company Letter head)

To,

The CEO,

Digital India Bhashini Division

Electronics Niketan, 6, CGO Complex,

Lodhi Road, New Delhi – 110003

Tender Ref   Date:

Sub: Self-declaration of NLP Based applications available/developed by manpower on-roll

Dear Sir,

We confirm that our company,___,   has developed a total of <<>> NLP Based applications available/developed by manpower on-roll mentioned in the table attached below.

List of applications

Sr.no	Name of the application	Brief detail of the application (Can attach ppt)	Ref. page number (if ppt is attached)	Link of application (If live)
1.				
2.				
3.				
4.				

Place:

(Signature of the Authorized signatory of the Bidding Organization)

Name   :

Designation   :

Date :

Seal :

Business Address :

9.15. ANNEXURE 15: Self-declaration of Participation and winning of government initiatives driven innovations challenges/Hackathons (Company Letter head)

To,

The CEO,

Digital India Bhashini Division

Electronics Niketan, 6, CGO Complex,

Lodhi Road, New Delhi – 110003

Tender Ref   Date:

Sub: Self-declaration of Participation and winning of government initiatives driven innovations challenges/Hackathons

Dear Sir,

We confirm that our company,__, has **participated and won <<>> government initiatives driven innovations challenges/Hackathons** mentioned in the table attached below.

List of applications

Sr.no	Name of the government initiatives driven innovations challenges/Hackathons	Name of organizer of initiatives driven innovations challenges/Hackathons	Result	Ref. page number of the screenshot of the declared result
1.				
2.				
3.				
4.				

Place:

(Signature of the Authorized signatory of the Bidding Organization)

Name   :

Designation   :

Date   :

Seal   :

Business Address   :