

GOVERNMENT OF ARUNACHAL PRADESH
DEPARTMENT OF IT & COMMUNICATION
DIGITAL CELL, ROOM.NO.107, BLOCK NO.1, FIRST FLOOR
A.P.CIVIL SECRETARIAT: ITANAGAR

No. DIT/192-2018

Dated Itanagar, the 2nd July 2019

Notice Inviting RFP through e-Tender

The State Council for IT & eGovernance invites proposals from reputed Firms/Organizations for “**Selection of Consultant for Content Creation of Mobile Application for Tourists**”. The Bids should be submitted only through eTender portal <https://arunachaltenders.gov.in> not later than **22nd July 2019 at 1000 Hrs.**

The Technical proposal will be opened on **22/07/2019 at 1030 Hrs**, eligible parties will be required to make Technical Presentations on **22/07/2019 at 1400 Hrs** and Financial Bids of technically qualified bidders will be opened on **23/07/2019 at 1100 Hrs.** Detailed RFP document can be downloaded from arunachalpradesh.gov.in or <https://arunachaltenders.gov.in>

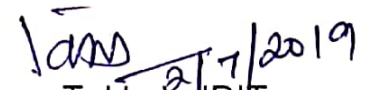
Sd/-Neelam Yapin Tana
Director IT & Communication

Memo No. DIT/192-2018

Dated Itanagar, the 2nd July 2019

Copy to:

1. The Secretary, IT & Communication, Govt. of Arunachal Pradesh
2. The Director, IT & Communication, Govt. of Arunachal Pradesh
3. The Director IPR, Govt of Arunachal Pradesh with a request to publish in local dailies
4. The Content Manager, State Portal for publishing on State Portal
5. Office copy.


(Hano Takka), DIT
For, Director IT & Communication

REQUEST FOR PROPOSAL



Selection of Consultant for Content Creation of Mobile Application for Tourists

**Department of IT & Communication
Govt of Arunachal Pradesh
Itanagar**

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1. Introduction

Arunachal Pradesh is criss-crossed by innumerable mighty rivers and rivulets which drain the waters of this vast area to empty in the Brahmaputra. The state is endowed with number of rare and endangered flora & fauna. Being located in part of the Eastern Himalayan ranges, Arunachal Pradesh is the most picturesque tourist destination of India. With its numerous turbulent streams, roaring rivers, deep gorges, lofty mountains, snow-clad peaks, thousands of species of flora and fauna and an endless variation of scenic beauty, there is tremendous potential for development of tourism in Arunachal Pradesh; especially, adventure and eco-tourism. Arunachal has a number of wildlife sanctuaries, national parks and biosphere reserves, its lush green tropical forests teeming with wildlife.

The culture of Arunachal Pradesh is truly varied in the sense that the state has 26 major tribes including sub-tribes. Every tribe has their own unique set of traditions and customs. The sun and the moon are the presiding deities of the major tribes who follow the Donyi-Polo religion (the name stands for sun and moon). Colorful festivals, tribal folk dances, tribal handicraft, ethnic designs and cuisine can be experienced by the visiting tourists.

In order to promote Tourism sector in the State a state-of-the-art platform for dissemination of tourism information of Arunachal Pradesh related to its people, culture, festivals, events, etc through mobile application and its web version is required. The project would include the components as furnished below:

- i. Circuit-wise Destination details: 12 tourist circuits are there in the state (Under each circuit details of various tourist spots including the details of Hotel, Guest House, Restaurants, Dhabas, Public Toilets, Bus timing, Sumo Timing, Souvenir Shops, Emporiums, Craft Centers and Emergency Assistance call numbers(Police Stations, Hospitals, Pharmacy, Local Private Doctors, details)
- ii. Popular Trip Plan/Package details (Conventional and thematic: Cultural, Adventure, Pilgrimage, Birding etc)
- iii. Fair and Festivals.
- iv. Upcoming Events and Festival details.
- v. Local Cuisine details.

- vi. Video gallery of tourist spots (360 degree/VR videos).
- vii. Entry formalities.
- viii. Hotel, guest House, Restaurants, Dhabas.
- ix. Homestay details(with booking facility)
- x. Tour Operator details.
- xi. Travel Advisory.
- xii. Advertisement Section.
- xiii. Self Registration of Hotels/Guest House/transport operators
- xiv. Facility for tourists to book taxis & other transports through this platform
- xv. Content Creation
- xvi. Highlight the importance of various tourist locations, mythology, folklore and beliefs associated with them.

This project is important for promoting and expanding tourism activities in the State. Mobile governance holds tremendous potential for improving access to and delivery of public services in the state. There are a number of features of mobile governance that make it an ideal platform for improving the access to and delivery of public services with respect to tourism sector in the State.

1.1. Requirement of Consultant:

The engagement of Consultant is required for branding of Arunachal Tourism with respect to content creation, designing and expert placing of contents in the mobile application as well as its web portal.

State Council for IT & eGovernance, Department of Information Technology & Communication, Govt. of Arunachal Pradesh is the nodal agency for implementation of IT projects in the state.

State Council for IT & eGovernance, Department of IT & Communication invites proposals from reputed Firms/Organizations for Selection of Consultant for Content Creation of Mobile Application for Tourists and its web version for Arunachal Pradesh. Duly filled in applications in the prescribed format with all supporting documents should be submitted only through eTender Portal <https://arunachaltenders.gov.in> not later than 22nd July 2019, 1000 Hrs. The submission of proposals through others means will not be considered.

1.2. Expertise and Experience Invited by Dept of IT & C under this RFP:

Dept of IT & C is looking for a Consultant for providing Brand Consulting and Content Creation Services for Mobile Application and its web version for Tourists of Arunachal Pradesh. Some key points are furnished as below:

1. The new brand will reflect the Arunachal Tourism's new vision, mission and strategic directions under its Tourism Policy. It must be effective: Striking, engaging, memorable and professional. The visual identity design should also be scalable for a wide range of applications.
2. Interested parties are to submit the following:
 - A. Proposal - Maximum 3 page proposal describing each/intending party/consultant:
 - a. Background and relevant expertise;
 - b. Connection to Arunachal Tourism or North-East Tourism;
 - c. Experience in working with Travel & Tourism organizations & Industry;
 - d. proposed methodology and timelines;
 - e. lead project personnel;
 - f. Approach to working together; and
 - g. Reasons for wanting to be part of our organization's rebranding & Content Creation.
 - B. Samples - At least 3 visual identity samples and 2 samples of corporate materials created in the last 2 years. Links to online portfolios, PDF files or visual files are acceptable.
 - C. Cost breakdown for the work and hourly rate.
 - D. References from work undertaken in the past 4 years (at least 3).

2. Request For Proposal Procedure:

The summary of Bid notice is as follows -

Sl. No	Information	Details
1.	Tender No.	DIT/229-2018
2.	Name of work	Request for Proposal for Selection of Consultant for Content Creation of Mobile Application for Tourists
3.	Bid validity	150 Days from the last date of submission of Bid.
4.	Last date for submission of pre-bid query	12/07/2019 1000 Hrs.
5.	Pre-Bid meeting	12/07/2019 1030. Hrs.
6.	Last date of submission of Bid	22/07/2019 1000 Hrs.
7.	Opening of Technical Bid	22/07/2019 1030 Hrs.
8.	Technical Presentations	22/07/2019 1400 Hrs.
9.	Opening of Financial Bid	23/07/2019 1100 Hrs.
10.	Tender Submission	Two Part Tender comprising of Technical Bid and Price Bid should be submitted ELECTRONICALLY At Stage-1–Technical Bid, Stage-2-Price Bid. Tenders received after the due date and time will be summarily rejected.
11.	Place, Time and venue of the opening of Technical Bid	1. Opening of Technical Bid on 22/07/2019 at 1030 Hrs in the office chamber of Director IT, Room No. 107, First Floor, Block No. 1, Civil Secretariat, Itanagar 2. Technical Presentations on 22/07/2019 at 1400 Hrs in the office chamber of Director IT, Room No. 107, First Floor, Block No. 1, Civil Secretariat, Itanagar
12.	Place, Time and venue of the opening of Financial Bid	3. Opening of Financial Bid on 23/07/2019 at 1100 Hrs. at the office chamber of Director IT, Room No. 107, First Floor, Block No. 1, Civil Secretariat, Itanagar

13.	Tender documents	Tender documents can be downloaded from https://arunachaltenders.gov.in
14.	Cost of Tender document	Rs. 1,500/- in the form of Demand Draft drawn in favour of “ Director/Member Secretary, State Council for IT & eGovernance ” and payable at Itanagar only.
15.	Bid Submission	Bidders must Submit the bids only through eTender Portal https://arunachaltenders.gov.in

Note: SCITeG reserves right to change any schedule of bidding process.

Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

(a.) Important Instructions:

- (i.) "Agreement" means the individual contracts to be signed between the successful Bidder and SCITeG, for Scope of work including all attachments, appendix, all documents incorporated by reference there together with any subsequent modifications, the Bid document, the Bid offer, the acceptance and all related correspondences, clarifications and presentations.
- (ii.) “Authorised Representative” means any person duly and formally authorized by each of the party.
- (iii.) “Bidder” means an organization registered in India eligible to bid in the stages of pre - qualification, bidding process and includes the successful bidder during the currency of this Agreement

(b.) Bidders are advised to study the RFP document carefully. Submission of Bid shall be deemed to have been done after careful study and examination of the Bid document with full understanding of its implications.

(c.) The response to this RFP should be full and complete in all respects. Incomplete or partial Bids shall be rejected. The Bidder must quote for all the items asked for in this RFP.

- (d.) The Bids and all correspondence of documents relating to the Bids shall be written in English Language.
- (e.) The Bidder shall bear all costs associated with the preparation and submission of the Bid, including cost of presentation for the purposes of clarification of the Bid, if so desired by SCITeG will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.
- (f.) All the communication to SCITeG including this RFP and the Bid documents shall be signed with date, month and year on each page by the authorized representative of the Bidder and attach authority letter.
- (g.) This document provides information to enable the Bidders to understand the broad requirements to submit their "Bids".
- (h.) The Bidders are expected to submit their offers in two parts namely, "Technical Bid" and "Financial Bid" and in the format given in this document.
- (i.) The eligible bidders fulfilling the mandatory conditions will be required to make a technical presentation of the submitted proposal to the Evaluation Committee.
- (j.) The Technical Bid needs to be in the following format:
 - (i.) Index
 - (ii.) Covering Letter (Annexure 1)
 - (iii.) Bidder's Authorization Certificate (Annexure 2)
 - (iv.) Affidavit for not being blacklisted (Annexure 3)
 - (v.) Details of Bidder (Annexure 5)
 - 1) General Profile of the Company
 - 2) Details on essential qualification criteria along with documentary evidences.
 - 3) Details on technical evaluation criteria along with documentary evidences.
 - 4) Sales Tax Clearance/Tax Clearance Certificate as on 31st December 2018.
 - 5) Original Bid Document duly signed
 - 6) Any other relevant information

- (vi.) Format for Bid clarification (Annexure 6)
- (vii.) The Commercial Bid needs to be in the format defined in 'Commercial Bid Format' (Annexure 5).
- (viii.) Agreement will be signed with the successful Bidder with the validity of **one year** and it may be renewed from time to time on mutually agreed terms and conditions for further periods of one year each based on the performance of the Bidder.

3. Scope of Work

The following activities would be included as part of the work:

- a. Brand research: Consultation with the officials of the Tourism department and stakeholders such as tour operators, tour guides, etc. and conduct background research, including up to at least 20 key informant interviews and Present the value proposition to the Tourism Department for input and refinement as required.
- b. Conceptual Development: Design up to three preliminary concepts (Variations on each may be provided), review/ refinement will be done with consultation with the Department.
- c. The Consultant will assist with its expertise in designing Arunachal Tourism new website and mobile Application to create new brand identity. This work will be undertaken in coordination with the web developers, assigned by the Department of Information Technology and Communication, Govt. of Arunachal Pradesh.
- d. Application of the new visual identity: The consultant will assist and advice the department in applying the new brand identity to create new visual identity templates for online and print medium, including corporate signage (e.g. banners, panels, table cloth), website, e-newsletter. Social media, letterhead, invitations, business cards, email signature blocks, business envelopes, report cover, PowerPoint presentation deck, marketing brochure or rack card, nameplate badges and promotional products (e.g. bags, portfolios, pins, pens, USBs, cups).
- e. Content Creation: The Consultant will design and create contents for online and print medium highlighting the importance of various tourist locations, mythology, folklore and beliefs associated with them, in consultation with Dept of Tourism to provide state-of-the-art one stop information solution for Arunachal Tourism.

- f. Joint Venture: The Consultant can work in Joint Venture with Dept of Research, IPR, Local Universities or other researchers to create content regarding tourist destinations, people and the folklore associated with them.
- g. The Consultant will create and upload videos, high resolution images and 3D virtual tour.

4. Roles and Responsibilities

The roles and Responsibilities of Consultant shall be as follows

- (a.) Nominate and authorize an officer who will be a single point of contact and will represent bidder for any matter regarding the project. It shall also nominate an alternative person to the said office who shall be equally responsible in the absence of the first nominated officer.
- (b.) The team engaged for Consultancy for Branding and Content Creation will be stationed in Itanagar for at-least a period of 1(one) year from the date of launch of the project.

5. Bid Evaluation Criteria

Overall Bid Evaluation: SCITeG constituted Bid Evaluation Committee will evaluate the bids by a Quality Cost Based Selection (QCBS) method. It is SCITeG's intent to select the proposal that is most advantageous to selection of Consultant for Branding and Content Creation for Mobile Application and each proposal will be evaluated using the criteria and process outlined below. Each proposal shall be evaluated in the following steps:

- Step 1: The Bids shall be evaluated to validate the adherence to the Eligibility / Qualification Criteria. Bids which are found to be meeting or exceeding the essential qualification criteria shall be considered eligible for technical Evaluation and presentation.

Score calculation formulae:

- Step 2: Technical Evaluation of Bids which are found to be meeting or exceeding the Essential Qualification criteria specified in Qualification Criteria shall be carried out using a point system. Bidders with **score of 70 and above out of 100**, in the technical Bid shall be considered as technically qualified.

i.e., Technical Score(T_s)=Score of 70 or above out of 100 marks

- Step 3: The Commercial Bids of all technically qualified Bidders shall be opened and scores will be assigned to the Bidders based on the following formula:

Commercial Score(F_s) = {Total Cost of the L1 Bidder(F_{L1}) / Total Cost of the individual Bidder(F_B)} * 100

- Step 4: The final score shall be based on the following formula:

Final Score of Bidders(H) = T_s * 0.7 + F_s * 0.3

- **The Bidder with the highest final score(H1) based on the formula mentioned above shall be eligible for the award of the contract.**
- SCITeG reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received, if deemed in the best interest of board to do so.

6. Bid Evaluation Committee:

SCITeG may constitute a Bid Evaluation Committee to evaluate the Bids. The Bid Evaluation Committee may choose to conduct discussion with the Bidder with the lowest price in commercial bid. The decision of the Bid Evaluation Committee in the evaluation of the Technical Bid based on the technical presentation given by the bidder shall be final and binding on all Bidders. No correspondence will be entertained outside the process of discussion with the Bid Evaluation Committee

7. Qualification Criteria:

Sl. No.	Particulars of Criteria	Attested copy of documents in Support of Proof required
1.	Bidder should be a Company registered	Certificate of Incorporation

	under the Companies Act, 2013 (as amended) since last 5 years as on 2019.	
2.	Bidder should have been in the business of Brand consulting and Content Creation for last 5 years.	Testimonials / Work Completion Certificates regarding satisfactory completion of project/agreements
3.	Bidder should have average annual turnover of 1 Cr. during last 3 years	Audited Annual Accounts
4.	Bidder should have necessary statutory registrations under applicable laws such as: <ul style="list-style-type: none"> i) Income Tax PAN ii) GST Registration iii) Provident Fund Act iv) State and Central Sales Tax 	Copy of Registration Certificates
5.	Income Tax Returns and Service Tax/GST Returns during previous 3 years	Copy of Income Tax Returns and Service Tax Returns/ GST Returns (GST returns if applicable)
6.	Bidder should have requisite manpower consisting of requisite expertise in brand consulting and Content Creation	List of manpower including qualification and experience relevant in the field duly certified by HR
7.	Bidder should not have been blacklisted or debarred by Central or any State Government (s) or any agency of Central or State Government (s) or any Department (s) of Central or State Government (s)	Notarized Affidavit on the non-judicial stamp paper duly executed by authorized signatory (Annexure-3)

8. Technical Bid Evaluation:

The minimum qualification marks for Technical Bid will be 70. Any Bidder securing 70 or above marks in the Technical section would be deemed to have qualified technically.

Sr. No.	Technical Evaluation Criteria for Assessing Technical Capability	Max. Score
1.	Years of Experience in Content Creation for Board/Govt./Semi Govt. Departments (In terms of number of years)	12
	More than 8 years	(Max 12 marks)
	5 Years to 8 Years	(Max 9 marks)
	1 Years to 4 Years	(Max 6 marks)
2.	Experience in working in interior areas of Arunachal Pradesh (Districts which do not share common boundaries with Assam is considered as interior areas) in terms of number of years.	12
	More than 8 Years	(Max 12 marks)
	4 Years to 8 Years	(Max 9 marks)
	1 Year to 3 Years	(Max 6 marks)
3.	Quality of Team proposed (Manpower) (CVs to be attached) CVs will be evaluated based on adequacy of qualification & experience	36
	Lead Researcher (1 No): Master degree in Anthropology/Sociology/Museology/Heritage Mgt & Archaeology with min 5 years experience in research, implementation, monitoring and evaluation of programme/project in tribal studies among the tribal community of Arunachal Pradesh.	(Max 8 marks)
	Researcher (1 No): Master degree in Anthropology/Sociology with 3 years experience in research among the tribal community of Arunachal Pradesh.	(Max 6 marks)
	Researcher (1 No): Master degree in Anthropology/Sociology with 3 years experience in research among the tribal community of Arunachal Pradesh.	(Max 6 marks)

Sr. No.	Technical Evaluation Criteria for Assessing Technical Capability	Max. Score
	Linguistic Specialist (1 No): Master degree in Linguistic/Language with 3 years experience in research in Linguistic Study among the tribal community of Arunachal Pradesh.	(Max 6 marks)
	Creative Designer (1 No): B.Tech/B.E with min 3 years experience in Creative Designing.	(Max 5 marks)
	IT Expert (1 No): B.E/B.Tech in CSE/IT/EC with min 3 years experience in IT domain (video gallery and animation).	(Max 5 marks)
4.	<p>Proposed Solution (Detailed presentation (ppt.) to be given before the Bid Evaluation Committee)</p> <p>With submission of</p> <p>I. Maximum 3 page synopsis describing your:</p> <ul style="list-style-type: none"> - Background and relevant expertise; - Connection to Arunachal Tourism or North-East Tourism; - Experience in working with Travel & Tourism organizations & Industry; - Proposed methodology on content creation and timelines; - Lead project personnel; - Approach to working together; and - Reasons for wanting to be part of our organization's branding & Content Creation. <p>II. Samples - At least 3 visual identity samples and 2 samples of corporate materials created in the last 2 years. Links to online portfolios, PDF files or visual files.</p> <p>III. Cost breakdown for the work and hourly rate.</p> <p>IV. References from work undertaken in the past 4 years</p>	40
	TOTAL	100

9. Commercial Bid Evaluation:

The Commercial bids of only technically eligible bidders shall be opened. The financial bids shall be opened in presence of representatives of technically eligible bidders.

10. Award of Contract

- (a.) Award Criteria: SCITeG will award the contract to the successful bidder whose bid has technically qualified and has been determined as the Best Valued Bid after Evaluation. SCITeG reserves the right to accept or reject any Bid and the bidding 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 SCITeG's action.
- (b.) Notification of Award: Prior to the expiration of the period of Bid validity, SCITeG will notify the successful Bidder in writing or email, to be confirmed in writing by letter, that its Bid has been accepted. The notification of award will constitute the formation of the Contract. Upon the successful Bidder's agreement with SCITeG, it will promptly notify each unsuccessful Bidder.
- (c.) Signing of Contract: At the same time as SCITeG notifies the successful Bidder that its Bid has been accepted, SCITeG shall enter into a separate contract, incorporating all the Roles and Responsibilities.

11. Instructions to Bidders

- (a.) Cost of Bid Document: The Bid document is available at eTender Portal <https://arunachaltenders.gov.in> and can also be downloaded from <http://www.arunachalpradesh.gov.in> during the period as mentioned above in 'letter of invitation' section. Vendors who download the Bid document from the website need to provide a demand draft of Rs.1500/- (Rupees One Thousand Five Hundred) only drawn in favor of "Director cum Member Secretary, SCITeG" payable at Itanagar" before the opening of Bid.
- (b.) Earnest Money Deposit – EMD (Bid Security)

- (i.) The Bidder shall furnish, as part of its pre-qualification Bid, a Bid security of Rs. 30,000/- (Rupees Thirty Thousand) only for local APST and Rs. 60,000/- (Rupees Sixty Thousand) only for General category.
- (ii.) The Bid security shall be denominated in Indian Rupees, and shall be in the form of a Demand Draft drawn on a scheduled bank in favour of "Director cum Member Secretary, SCITeG".
- (iii.) Unsuccessful Bidder's Bid security will be discharged/returned as promptly as possible but not later than 30 days after the award of the contract to the successful Bidder.
- (iv.) The successful Bidder's Bid security will be discharged upon the Successful Bidder signing the Contract.
- (v.) No interest will be payable by the SCITeG on the Bid Security.
- (vi.) The Bid security may be forfeited:
 - 1) If a Bidder withdraws his Bid or increases his quoted prices during the period of Bid validity or its extended period, if any;
or
 - 2) In the case of a successful Bidder, if the Bidder fails to sign the Contract

(c.) Amendments

- (i.) At any time prior to the deadline for submission of Bids, SCITeG, for any reason, may modify the RFP by amendment notified in writing or by email to all bidders who have purchased this RFP and such amendment shall be binding on them.
- (ii) SCITeG, at its discretion, may extend the deadline for the submission of Bids.

(d.) Prices

- (i.) The price would be inclusive of all taxes, duties, charges and levies as applicable including service tax/GST.
- (ii.) A Bid submitted with an adjustable price quotation will be rejected as non-responsive.
- (iii.) Correction of errors: Bidders are advised to exercise greatest care in entering the pricing figures. No excuse that mistakes have been made or requests for prices to be corrected will be entertained after the quotations are opened.

(e.) Clarification

A prospective Bidder requiring any clarification in the Tender may notify office of the Director/Member Secretary, State Council for IT & eGovernance by letter or by E-mail at **ditcom.govap@gmail.com** in the format provided at **Annexure-6**. We encourage paper free e-mail communication. Support Contact: 9436270710

12. Payment Terms

- (a.) Payment to be made on quarterly basis upon completion of set deliverables as per requirement of Mobile Application for Tourism project and subject to deliverables accepted and duly signed by Dept of Tourism, Govt of Arunachal Pradesh.
- (c.) In case, deliverables based on requirement of project is not met, penalty to the tune of 60% can be levied from the overall project cost by the Dept except to those cases which are covered by force majeure conditions at Clause 17.

13. Disqualification

The Bid is liable to be disqualified in the following cases (this list is indicative, and not limited to)

- (a.) The Bid not submitted in accordance with this document.
- (b.) During validity of the Bid, or its extended period, if any, the Bidder increases his quoted prices.
- (c.) The Bidder qualifies the Bid with his own conditions.
- (d.) Bid is received in incomplete form.
- (e.) Bid is received after due date and time.
- (f.) Bid is not accompanied by all requisite documents
- (g.) Information submitted in Technical offer is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.
- (h.) Commercial Bid is enclosed in the same envelope as Technical Bid.
- (i.) Awardee of the contract qualifies the letter of acceptance of the contract with his conditions.
- (j.) Bidders may specifically note that while processing the Bid documents, if it comes to SCITeG's knowledge expressly or implied, that some Bidders

may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay / holding up the processing of Bid, then the Bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the Bids floated by SCITeG. It is also clarified that if need arises SCITeG would go in for appointment of outside party(s) to undertake the work under the captioned Bid.

- (k.) In case, any one party submits multiple Bids or if common interests are found in two or more Bidders, the Bidders are likely to be disqualified, unless additional Bids/Bidders are withdrawn upon notice immediately prior to the opening of the Technical bid of the bidders.

14. Submission of Bids

- (a.) The Bidder shall submit the Bids using the format and form provided in the Appendix. The technical Bid should not contain any pricing or commercial information.
- (b.) Bids along with the relevant documents must be submitted only through eTender Portal <https://arunachaltenders.gov.in> no later than the time as specified above.
- (c.) Bids received after the date and time mentioned above will not be accepted under any circumstances. The Bidder shall ensure that the Bid documents, complete in all respects, submitted by the due date and time.
- (d.) In case, the Bid due date is extended due to any reason the same shall be intimated through the Corrigendum in eTender Portal and the State Portal
- (e.) SCITeG may, at its discretion, extend this deadline for the submission of Bids by amending the Request for Proposals, in which case all rights and obligations of SCITeG and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- (f.) Bidders are solely responsible for timely delivery of the Bids through the portal as mentioned above in this document, set forth herein prior to the stated Proposals Submission due date and are solely responsible for delays in receipt, including but not limited to third party carriers. Any Bid received by SCITeG after the deadline for submission of Bids prescribed by SCITeG will be rejected.

- (g.) Queries, if any, must be received in writing only through e-mail by SCITeG before the last date of submission of pre-bid query as stated above.

15. Termination

The Authority may, by not less than 30 (thirty) days' written notice of termination to the selected bidder, such notice to be given after the occurrence of any of the events specified in this clause, terminate this Agreement if:

- (a.) The selected bidder fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in a notice of suspension, within 30 days of receipt of such notice of suspension or within such further period as the Authority may have subsequently granted in writing;
- (b.) The selected bidder becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;
- (c.) The selected bidder fails to comply with any final decision reached as a result of arbitration proceedings;
- (d.) The selected bidder submits to the Authority a statement which has a material effect on the rights, obligations or interests of the Authority and which the selected bidder knows to be false;
- (e.) Any document, information, data or statement submitted by the selected bidder in its Proposals, based on which the selected bidder was considered eligible or successful, is found to be false, incorrect or misleading;
- (f.) As the result of Force Majeure, the selected bidder is unable to perform a material portion of the Services for a period of more than 60 days; or
- (g.) The Authority, in its sole discretion and for any reason whatsoever, decides to terminate this Agreement.

16. Liquidated damages / Penalty

If the selected bidder fails to perform the services within the time schedule and the delay is attributable of the bidder, SCITeG shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages,

a sum equivalent to 1% of the the contract value of the incomplete activities of the assignment for every one week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, SCITeG may consider termination of the contract pursuant to the conditions defined in section on Termination.

17. Force Majeure

Notwithstanding the provisions of Clause on Termination and Delay in selected bidder's Performance, the selected bidder shall not be liable for liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is caused due to circumstances beyond his reasonable control and is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the selected bidder and not involving the selected bidder for negligence and not foreseeable events. Such events may be inclusive, but are not limited to, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the selected bidder shall as soon as practicably possible notify SCITeG in writing of such conditions and the cause thereof. Unless otherwise directed by SCITeG, the selected bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

18. Settlement of Dispute

- a. If any dispute or difference of any kind whatsoever arises between the SCITeG and the selected bidder in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- b. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the SCITeG or the selected bidder may give notice to the other party of its intention to commence arbitration, as hereinafter provided as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- c. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration.

- d. All disputes arising because of difference in opinion or otherwise would be subject to the jurisdiction of courts in Arunachal Pradesh only.
- e. In case of dispute or difference arising between the SCITeG and selected bidder relating to any matter of or connected with this agreement such dispute or difference shall be settled through Arbitration. The Secretary, IT, Govt. of Arunachal Pradesh shall be the sole arbitrator.
- f. Arbitration proceedings shall be held at Itanagar (Arunachal Pradesh), India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.
- g. If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to the Secretary, IT, Government of Arunachal Pradesh.
- h. The decision of the arbitrator shall be final and binding upon both parties. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the contract which provisions are not under dispute or unless they otherwise agree;
- i. The parties shall bear the cost of arbitration equally.

Annexure 1: Covering Letter

Date: _____

Bid Reference No.:

To

Sub: PARTICIPATION IN THE BID PROCESS FOR _____

Dear Sir,

This is in response to the RFP issued by the SCITeG (Ref No.) dated

We (Name of the Bidder) are keen to submit the proposal for the same.

Please find enclosed our Proposal. We have also attached the requisite Processing Fee of Rs. 1500/- (Rupees One Thousand and Five Hundred) only in the form of Demand Draft No. dated drawn on

We hereby confirm that:

The RFP is being submitted by which is the "Bidder" in accordance with the conditions stipulated in the RFP.

We have examined in detail and have understood the terms and conditions stipulated in the RFP issued by SCITeG and in any subsequent communication sent by SCITeG. We agree and undertake to abide by all these terms and conditions. Our RFP is consistent with all the requirements of submission as stated in the RFP or in any of the subsequent communications from SCITeG.

The information submitted in our RFP is complete and correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our RFP. We acknowledge that SCITeG will be relying on the information provided in the RFP and the documents accompanying such RFP for Selection of Bidders, and we certify that all information provided in the application is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying such RFP are true copies of their respective originals.

We acknowledge the right of SCITeG to reject our RFP without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.

We declare that we satisfy all legal requirements and meet all the eligibility criteria laid down in the RFP.

This RFP is unconditional and we hereby undertake to abide by the terms and conditions of the RFP. We understand that any work sanctioned in pursuance to the process detailed in this RFP shall be on the terms and conditions specified in the Letter of Award / Work Order / Agreement pertaining to such work, which shall be thoroughly reviewed and accepted by us before undertaking such work.

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.

For and on behalf of:

Signature:

Name:

Designation:

(Company Seal)

(Authorized Representative and Signatory)

Note: The Covering Letter is to be submitted by Authorized Representative and Signatory on the organisation's letterhead with his/her dated signature and seal.

Annexure 2: Bidder's Authorisation Certificate

To,

< Bidder's Name>-----< Designation>----- is hereby authorized to sign relevant documents on behalf of the Company in dealing with Bid of reference-----
----- . He is also authorized to attend meetings and submit Technical and Commercial information as may be required by you in the course of processing above said Bid.

Thanking you,
Authorized Signatory
Name
Seal

Annexure 3: Affidavit for not being blacklisted

(Affidavit on non-judicial stamp paper by Authorized Representative and Signatory of the Bidder with his/her dated signature and company seal duly notarised.)

AFFIDAVIT

I/We, on behalf of (Name of Bidder), with its registered office at do hereby declare that the above-mentioned Bidder has not been blacklisted/ debarred by any State/Central Government Department/Public Sector Undertaking in the previous five financial years for breach on our part regarding services offered to be provided by us.

For and on behalf of:

Signature:

Name:

Designation:

Date: (Company Seal)

(Authorized Representative and Signatory)

Annexure 4: Details of Bidder

Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross-referenced to the relevant question.

A] General Profile of the Company

Name and Address of the Company	
Telephone Nos., Fax, E-mail and Website	
Date of Incorporation (with document evidence in the form of Certificate of Incorporation)	
Offices situated at different locations	
Address of Registered office	
Net worth of last three years 2017-18, 2016-17, 2015-16	
Sales Tax / Service Tax Registration Number (with document evidence)	
PAN NO (with document any evidence)	

B] Information regarding Essential qualification criteria as above

Sr.No.	Criteria	Information	Specify the Supporting Document(s)/Evidence
1.	Date of incorporation or registration of the Bidder.		
2.	Bidder should have been in the Business of Brand consulting and Content Creation since last 5 years		
3.	Bidder Should have average annual turnover of 1 Cr. during last 3 years		
5.	Bidder should have provided Services of Content Creation during last 3 years		

7.	Manpower details		
8.	Non-Blacklisting		

Annexure 5: Commercial Bid Format

To,
Sub: PARTICIPATION IN THE BID PROCESS FOR

Sir,

We declare:

i) That we are sole owner of That we/the undersigned agency is equipped with adequate knowledge, expertise, hardware/software and other facilities required for providing services and our establishment is open for inspection by the representatives of SCITeG. We hereby offer to provide services at the prices and rates mentioned in the financial Bid enclosed.

We do hereby undertake, that, in the event of acceptance of our Bid, the services shall be provided as stipulated in the work order/agreement and the Bid terms and conditions to the Bid and that we shall deliver all the incidental services.

Unless explicitly stated in the agreement, the prices quoted are inclusive of all charges including those for traveling, hardware, software, manpower, if any, etc. for providing the desired services to SCITeG. We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Bids and that we shall remain bound by a communication within that time. We have carefully read and understood the terms and conditions of the Bid and the conditions of the contract applicable to the Bid and we do hereby undertake to provide the services as per these terms and conditions.

We do hereby undertake, that, until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof, the Bid document and placement of letter of intent awarding the contract, shall constitute a binding contract between us. :

Dated:
Name and full address of Agency:

Signature:
Agency Seal

Encl: Price Bid Format

Note –

- (i.) The Financial Proposal shall be inclusive of all taxes, levies and statutory liabilities except service tax. Service Tax at applicable rates will be paid extra by the client. If there would be any increase or decrease in the taxes (direct/indirect/local), levies, duties, and fee etc. whatsoever, and other charges during tenure of contract, the financial burden of the same shall be borne by the bidder except service tax.
- (ii.) Unless explicitly stated in the agreement the above charges should be inclusive of any other applicable cost items including Software licensing, Designing, Customisation, Hosting, Technical, Managerial, Operational and Out of Pocket Expenses, etc.

Price Bid Format

S.No.	Details	Cost per year in Rs. (Excluding applicable taxes)
1.	Content Creation for Mobile Application and Web portal for Tourism Department	

Appendix-3 Format for Clarifications /Amendments

FORMAT FOR QUERIES ON TENDER CONDITIONS

Sl. No.	Page No.	Clause No.	Title of The Clause	Description of the Clauses as per Tender Document	Amendment Requested	Reasons for requesting the Amendment