

Government of India
Ministry of External Affairs
Overseas Indian Affairs Division-II

Tender No. OI-16016/14/2019-OIA-II

16 October 2019

Request For Proposal (RFP) for Engaging Services of a Company for Organizing 3rd edition of “Bharat Ko Janiye” Online Quiz For Overseas Indian Youth and Foreign Nationals During the Year 2020-21.

Timelines for the Request For Proposal

Sr. No.	Item	Date	Time
1	Date of Announcement of RFP	16.10.2019	1715 Hrs
2	Start Date of RFP Submission	16.10.2019	1715 Hrs
3	Date of Pre-RFP Submission meeting for any clarifications /explanation	25.10.2019	1500 Hrs
4	Last date of submission of RFP	08.11.2019	1700 Hrs
5	Date of opening of Technical Bids	13.11.2019	1100 Hrs
6.	Date of presentation by the bidders	18.11.2019	1500 Hrs
7	Date of opening of Financial Bids	22.11.2019	1100 Hrs

The bid shall be submitted online only at Central Public Procurement Portal Website:<http://eprocure.gov.in/eprocure/app>. Manual bids shall not be accepted. The tender document will be published in MEA website (www.mea.gov.in) and CPP Portal.

3rd EDITION OF BHARAT KO JANIYE ONLINE QUIZ, 2020-21

Ministry of External Affairs proposes to organize 3rd edition of 'Bharat Ko Janiye' online quiz with participation of 50000 overseas Indians (three categories PIO, NRI & Foreign National) during the Financial Year 2020-21. The online quiz is being conducted as an attempt for motivating the overseas Indian youth to develop interest to know and understand India. The online quiz is open for three distinct categories of participants – Person of Indian Origin (PIO)/Overseas Citizen of India (OCI); Non-Resident Indian (NRI); & Foreign National (FN) - of the age between 18 to 35 years. The Quiz will be organised in 4 rounds. The first two rounds will be conducted by using online platform and the last two rounds will be conducted onsite in New Delhi. The online quiz will be held in two rounds (**welcome round & quarter final round**) during August - November 2020. Those who complete the 1st online round (Welcome Round) of the quiz will be invited to participate in the 2nd online round (quarter final). The topics of the quiz will be about India. Top 10 finalists in each category will be selected on the basis of marks secured in quarter final round and they will be invited to participate in the Semi final and Final round to be conducted onsite in New Delhi.

All 30 participants would be invited for **Bharat ko Janiye Yatra**, a 15 day tour to know India and its rich cultural heritage. During this Yatra, they would also be participating in the onsite round of the Quiz. To that effect, they would attend the workshop in New Delhi and take part in Semi-final and Final rounds of the Quiz. Onsite round will be held during December 2020-January 2021 in New Delhi and top 3 winners in each category will be awarded medals (Gold, Silver & Bronze in each of the 3 categories) and certificates during the PBD Convention 2021.

1. Objective: The objective of this Request for Proposal (RFP) is to outline the scope, responsibility, contractual terms and conditions, for purpose of engaging a company/firm/agency/institution/organisation **for Organizing 3rd edition of "Bharat Ko Janiye" Online Quiz** for overseas Indian youth and Foreign Nationals during the Financial Year 2020-21.

2. Scope of Work: The Company would work under the instructions and overall supervision of the Joint Secretary (OIA-II), Ministry of External Affairs, New Delhi. The company would be responsible for Development of website; Development of Quiz Programme (for online rounds); Management of quiz process (online registration, welcome round, quarter final round); Event Management (collection of content and question bank for online rounds from designated agencies i.e. NCERT, CCRT, Doordarshan etc).

2.1 Development of Website: A web portal was created for the 1st and 2nd edition of online Quiz, which is already available with web address www.bharatkojaniye.in with the following features:

- i. Ability to host quiz welcome Round/ Quarter Final Round.
- ii. Ability to select different questions between two quiz.
- iii. Ability to set fixed time to finish the exam.
- iv. Ability to access content for the quizzes.
- v. Ability to set categories to Quiz questions.
- vi. Ability to set difficulty levels of Quiz Questions.
- vii. Secured Access using https.
- viii. Ability to display static information about all players.
- ix. Ability to quit quiz in between and restart.
- x. Ability to configure duration of Quiz.
- xi. Responsive Design of Quiz.
- xii. User Self Registration.
- xiii. Ability to support Images in Questions.
- xiv. Admin based access to upload Questions from CSV file.
- xv. Admin based auto registration of users in bulk.
- xvi. Ability to generate unique Question Paper from Question Bank.
- xvii. Ability to add different sections within Quiz.
- xviii. Ability to support Videos in Questions.
- xix. Ability to support Images in Options.
- xx. Ability to support Videos in Options.
- xxii. Ability to pull our reports from Admin console.
- xxiii. Ability to provide Chat based Support.
- xxiv. Ability to support multiple languages.
- xxv. Ability to support Study Material in form of Video.

The existing web portal should have adequate system capacity to ensure smooth access by more than 50,000 participants as detailed below:

- (a) Hosting and maintenance of “Bharat Ko Janiye” website on a dedicated secured server with Certified SSL and other security features with existing domain (www.bharatkojaniye.in) for a period of one year.
- (b) External Firewall with intrusion prevention system.
- (c) Protection against malicious programs such as malware, worms, and Trojan horses through installation of anti-virus on the hosted server. License fee for the anti-virus will be borne by the service provider.
- (d) Capacity of server should be adequate to support the requirement of quiz process.
- (e) Upgradation of “Bharat Ko Janiye” Quiz platform to make it up-to-date, easy-to-use, and interactive.
- (f) The website must provide consistent orientation and navigational aids to make it user friendly.
- (g) The website must be visually appealing and contemporary in its design and presentation with an attractive mix of photos, videos, graphics and text.
- (h) Backup of each round of Quiz competition
- (i) Data Update to be done in timely manner
- (j) Support for media-video, audio
- (k) Support for bilingual contents
- (m) Mass email support
- (n) The website must be built on a content management system that allows for all areas of the site (web pages, images, blogs, forms, etc.) to be easily updated.
- (o) The website must be responsive, so that it seamlessly adjusts to fit desktops, laptops, tablets and smart phones.
- (p) The site must be built to be easily crawled by search engines.
- (q) The site should include the ability for web content to be shared to social media networks. The organization’s social media networks must be linked to the website to allow for easy follow ups.
- (r) The website must be compliant with Mac and PC, as well as with the latest two versions of Internet Explorer, Mozilla Firefox, Chrome and

Safari.

- (s) All required features including user registration process, upload of data by multiple users, update of question bank including audio/video format, generate unique question papers, generate reports field wise, online mock tests etc.
- (t) An informative dash board to be designed on the website including separate dash board for Indian Missions. Each Mission will be provided with login id to monitor quiz data pertaining to the countries under the jurisdiction of that Mission. Dash board should display number of contestants from various countries, score obtained, results etc. There should be a reporting module within dash board to generate report by the Mission.
- (u) Website developer may require to add new features as per the advice of the Ministry.
- (v) Website developer must provide all the log records of the portal as and when requested by authorities of the MEA.

2.1.1 Specific Requirements for Website Management:

- (a) Company would be required to provide off-site Warranty, Maintenance, and Technical Support from the date of issue of completion certificate, and Annual maintenance of website/ application with onsite technical support as required.
- (b) To ensure that websites comply with the 'Guidelines for Indian Government Websites (GIGW)' <http://guidelines.gov.in/>.
- (c) Getting the Security Audit by CERT-IN empanelled agency and obtaining all necessary certificates will be the responsibility of the service provider including the cost involved.
- (e) Identify and execute training requirements for successful execution of project along with preparation of User Manual.
- (f) Creation of manuals and documents for the project executed.

2.2 Development of Quiz Programme: The online Quiz programme will be developed and managed by the Service provider/Company. The company will interact with various participant organizers to understand the functional requirement for online round. Web application of the Quiz such as registration module, Quiz module, assessment module, evaluation module and reporting module, mock test module etc to be developed and managed

by the company. The company will also prepare structure of the quiz for online round in consultation with Quiz masters and other stakeholders. The company will ensure the smooth running of the online quiz programme till completion of quiz. Support service shall be provided for the entire period of Quiz.

2.3 Quiz Process: The online Quiz will be conducted in two rounds.

(a) **Online Registration:** Candidates, who are interested in online quiz are required to register at the portal www.bhartkojaniye.in. The company should develop a registration module for the participants. Implementation should be done in consultation with the Ministry. Registrations for Welcome Round will commence from April 1, 2020.

(b) **Welcome Round (Round 1):** Welcome round will be held between 01 August, 2020 and 30 September, 2020. The format of welcome round will be of 30 questions to be answered without any time limit and not necessarily in single online session. Result of welcome round will be announced on 9 October, 2020.

(c) **Quarter Final Round (Round 2):** Candidates who have completed the welcome round can participate in the quarter final round through the portal www.bharatkojaniye.in. Quarter final round will be held in a single session of 60 minutes, for 60 questions. Quarter final round will be held between 00:30 hrs Indian Standard Time (IST) on 2 November 2020 and 23:59 hrs IST on 14 November 2020. Results of quarter final round will be announced on 20 November 2020. Top 10 finalists from each of the three categories will be short listed on the basis of scores and the time taken to complete the quarter final round.

(d) **Semi-Final & Final Rounds (Rounds 3 & 4):** Final Round of the quiz will be held in two stages (Semi-Final and Final Round) in New Delhi. From the Semi-final round, top 3 candidates from each category (NRI, PIO/OCI & Foreign National) will be selected to participate in the final round.

2.4 Event Management: The Ministry would provide the content and the question bank for online round. It may not be relevant to indicate the source of Quiz database to a service provider company. The company will coordinate, compile and collect required material for the quiz with the designated agencies and the same should be uploaded on website as per the time line of the quiz. Short-listing of candidates to be done by the company with the supervision of the Ministry.

The company will organize and conduct onsite rounds of quiz in New Delhi for 30 finalists (10 each from NRI, PIO/OCI & Foreign National category), who are selected on the basis of score secured in the qualifying round. Question bank for the semi-final and final rounds of the Quiz will be prepared by some of the designated organizations in consultation with the Ministry. The company will prepare design and structure of the Quiz in consultation with Quiz Masters. Arrangement of Quiz Masters (to be approved by the Ministry) to be arranged by the company.

2.5 Branding: Template, design and look of the web portal will be developed by the Company awarded the contract in consultation with the Ministry. Promotional creatives to be developed by the company for online promotion, especially through Quiz portal. Creatives for branding, backdrops, signages, table facade, banners and others display materials would be arranged by the company. Branding of on site Quiz venue in New Delhi, workshop venue and prize distribution venue would be arranged by the company.

2.6 Selection of Quiz Masters: The company has to propose at least 3-5 quiz masters for organization of workshop, Semi-/final and Final round in New Delhi. The company is not authorized to select the quiz masters without Ministry's concurrence. Ministry will approve selection of Quiz Master after due diligence. The payment to Quiz Masters will be made by the Company awarded the contract.

2.7 Workshops: Workshop will be organized for the top 30 finalists (10 each from NRI, PIO and FN category), who are selected on the basis of marks secured in qualifying round. The company will conduct the workshop to get the participants acquainted with the quiz format and to provide guidance about how to handle the Semifinal and Final rounds. Workshop will be

organized in New Delhi before the commencement of Bharat Ko Janiye Yatra.

2.8 Prize Distribution: Medals, Mementos and certificates will be awarded to the winner and for two runners-up from each category (NRI, PIO and Foreign National) of final round. Remaining 7 participants from each category will receive mementos and certificate of participation. The company will coordinate with the Ministry and participants to organize ceremony for distribution of medals and certificates in New Delhi. Medals will be manufactured by a company selected by the Ministry as also printing of Certificates by a company selected by the Ministry. The payments will be borne by the bidder awarded the contract.

2.9 Technical Arrangements: All technical requirements for onsite rounds (semi final and final) and workshops to be arranged by the company. The list of technical equipment include props, buzzers, sound system, stage set-up, laptop **projectors, plasma screen with masking for contestants, podium, mike plus backup, laptop with audio cable and DI box, extension boxor power point for Buzzer light, extension box for 5 point in console, podium with buzzer cut out for light, headset mike for quiz master, cordless hand mike, participants's name card, backdrop, and other technical equipment, manpower etc. as needed for the conduct of quiz**.

3. Ministry's Scope of Work

Ministry's shall be responsible for following tasks related to Bharat Ko Janiye Quiz:

- (a) Formulate rules, guidelines for participants, service provider/partner
- (b) Ministry shall finalize/approve content for each round of Quiz.
- (c) Hiring of venue for workshop, semi-final and final round would be at the cost of Ministry.
- (d) Ministry shall bear the cost of manufacturing of medals and printing of certificates.
- (d) Ministry shall bear the cost of Bharat Ko Janiye Yatra for participants and finalize programme in consultations with the travel partner.
- (e) Ministry shall undertake social media campaign to popularize the

quiz.

- (f) Local hospitality, transportation and accommodation cost for the participants during their stay in India shall be borne by the Ministry.

4. Eligibility Criteria for Bidders:

Bidder should qualify the following eligibility conditions:

- (a) The bidder shall be a legal entity as per the GOI rules/regulations and laws of the land.
- (b) The bidder shall have **minimum 2 years experience of conducting Quiz online including development of content, and maintenance of online platform.** (Valid proof has to be attached). The bidder shall have a minimum of two (2) years' experience in content generation, design, development & providing maintenance and management services of websites/portals/ web applications.
- (c) The bidder should have executed at-least two website projects in the last 3 years, of which at least one should have been for a Central Government / State Government / PSU or a reputed private company. A documentary proof in this regard to be provided. The bidder's turnover should be more than INR 1 crore average over the last three years. A certificate to this effect from Chartered Accountant in original must be submitted.
- (d) The bidder should produce Articles of Association (in case of registered firms), Bye laws and certificates of registration issued by the Registrar of Companies, wherever applicable.
- (e) An undertaking that the bidder has resources and domain knowledge in web hosting and web maintenance. The company need to have a documentary proof of compliance of Guidelines for Indian Government Websites (*GIGW*) certified by STQC. The company should comply with website security guidelines issued by NIC and DIT, Government of India.
- (f) The bidder shall not have been blacklisted by any of the Departments/Ministries/Organization of the Government of India. A duly signed undertaking to this effect must be submitted with the financial bid.
- (h) The bidder must be a registered firm/company, having appropriate licenses like PAN, TIN, TAN, VAT, Service Tax Number etc. in their own

name. Attested copies of the same must be submitted with the financial bid.

- (i) The bidder should have the proven ability to deliver services efficiently in a time bound manner.

4.1 Competencies:

- i. Past experience in creating and maintaining very professionally and exceptionally creative websites.
- ii. Excellent IT skills and project management skills
- iii. Strong editorial team with communications skills to write clearly
- iv. Ability to juggle priorities and deadlines and perform well under pressure
- v. Ability to respond quickly to the maintenance requirement in the post commissioning phase.
- vi. Awareness on the latest smart technologies for website development.
- vii. Ability to regularly maintain, update the developed website.

4.2 Essential knowledge and experience:

- a. Good information technology skills, with previous experience of website maintenance, management, editing, and/or development.
- b. Expertise with HTML, content-management systems and latest technology in website content and social media management.
- c. Strong analytical and research skills, including the ability to analyze audiences, attitudes, communications products and messages and to translate them into the design and implementation of effective websites.
- d. Knowledge of the mandate and work of a government department website would be desirable.

5. Earnest Money Deposit (EMD)

5.1 Bidders are required to submit bid Security (Earnest Money Deposit) of Rs. 1,16,000/- (Rupees One Lakh Sixteen Thousand only) in the form of Demand Draft / Pay Order in favour of "Pay & Account Officer, Ministry of External Affairs in a separate sealed envelope superscribed "Tender for EMD for Bids for **3rd Edition of Bharat Ko Janiye Online Quiz 2020-21**", on or before the closing date.

5.2 Online bids received without EMD or EMD for lesser amount will be summarily rejected.

5.3 EMD shall not carry any interest. The EMD shall be returned to the bidder(s) whose offer is not accepted by the Ministry within 30 days from the date of signing contract with the successful bidder. However if the return of EMD is delayed for any reason, no interest/penalty shall be payable to the bidder.

5.4 The EMD of the successful bidders will be returned on receipt of Performance Guarantee.

6. Performance Bank Guarantee:

6.1 Successful bidder will be required to submit a performance bank guarantee of 5% of the total contract value.

6.2 Bank guarantee shall be made in favour of pay and Accounts Officer, Ministry of External Affairs, New Delhi.

6.3 Bank guarantee shall be valid up to 1 year and 6 months.

6.4 Performance Bank Guarantee shall be submitted by bidder through a nationalized bank before the commencement order is given at the time of signing the final agreement.

6.5 If successful bidder(s) fails to furnish the required Performance Bank Guarantee at the time of signing the agreement, EMD will be forfeited and the bidder will be barred from participating in future tenders of the Ministry.

6.6 No interest shall be paid on the Performance Bank Guarantee.

7. Technical and Financial Proposal: Online bids are invited for organization of 3rd edition of Bharat Ko Janiye online Quiz 2020-21. The two bid system (Technical and Financial) shall be followed for this tender.

7.1 Technical Bid: The bidders are expected to provide technical bid as specified in the RFP document. The technical bid shall contain the following documents:

Sr. No.	Description/Documents	File type
1	Name of the Bidder: Address: Contact Person: Designation: Address: Telephone number:	.pdf
2	Earnest Money Deposit (EMD) along with technical bid.	In original
3	Registration or Incorporation Certificate and Compliance statement that bidder agrees to all terms and conditions of this tender document.	.pdf
4	Service tax registration certificate, Income Tax PAN Number and Income Tax return for last three financial year; and VAT / Sales Tax registration certificates along with TIN No.	.pdf
5	CMMi Level 3 Certificate	.pdf
6	Purchase / Work orders of at least 2 website projects in the last 3 years.	.pdf
7	Proof of turnover during the last 3 years.	.pdf
8	Undertaking that the bidder has not been blacklisted by any Departments / Ministries / Organisations of the Govt. of India / State Govt and there has been no litigation with any government department on account of IT services	.pdf

Sr. No.	Description/Documents	File type
9	Certificate from any of the Government body as a proof of Guidelines for Indian Government Websites (GIGW) compliance expertise	.pdf
10	<p>Additional Requirements:</p> <p>(i) Letter of Technical Proposal Submission.</p> <p>(ii) Profile and Track Record of the Agency.</p> <p>(iii) Detail of award winning web hosting and designing handled, if any.</p> <p>(iv) Detail of the team proposed to be deployed to work with the MINISTRY, with qualifications and experience of the team members must be provided.</p> <p>(v) An undertaking on the letterhead of the Agency and signed by an authorized signatory, that the Agency will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the Agency in the financial proposal (the cost is not to be indicated in the undertaking). The above undertaking submitted by the agencies would be</p>	.pdf

The Technical Proposal shall not include any financial information.

7.2 Financial Bid: In preparing the Financial Proposal, bidders are expected to take into account the requirements and conditions outlined in the **Annexure-I & Annexure-II of RFP document**. Letter of Financial Proposal should include:

(i) Total fee, from the date of issue of work order. This Fee should include costs/expenses of the Agency for undertaking work as mentioned in the Scope of Work.

(ii) Break-up of costs for each of the items of work listed in the Scope of Work are to be submitted on a separate sheet of paper. It is to be noted that Taxes / VAT as applicable in India will be paid as per actual and the

same are not required to be indicated in the financial bid.

(iii) The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by Ministry.

(iv) The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

(v) All prices should be quoted in Indian Rupees and indicated both in figures and words.

8. Submission of Bids: The bid shall be submitted online only at Central Procurement Portal website: <http://eprocure.gov.in/eprocure/app>. Manual bids will not be accepted under any circumstances. The online bids (complete in all respects) must be uploaded online in two covers (Technical Bid and Financial Bid) on or before **08 November 2019 by 1700 hrs.**

Tenderer/Bidders are advised to follow the instructions given below:

- The bids shall be submitted online only through Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app>.
- All documents as per tender requirement shall be uploaded online through Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app> and further no documents will be accepted offline.
- Bidders not submitting any of the required documents online will be summarily rejected. Manual Bids will not be accepted.
- Both technical and financial bids are to be submitted concurrently duly digitally signed on the Central Public Procurement Portal.
- The bidders shall have a valid digital signature certificate for participation in the online tender. The cost of digital signatures, if any, will be borne by respective tenderer.
- Prospective bidders are accordingly advised to go through instructions provided at Central Public Procurement Portal.

- The original Earnest Money Deposit (EMD) in the form of Demand Draft / Pay Order in favour of “Pay & Accounts Officer, Ministry of External Affairs” is required to be submitted in a sealed cover (superscribed ‘**EMD for 3rd Edition of “Bharat Ko Janiye online Quiz 2020-21**’ on or before the closing date and time of e-submission of online bids to Joint Secretary, Overseas Indian Affairs Division-II, Ministry of External Affairs, Room No.- 916, Akbar Bhawan, Chanakyapuri, New Delhi failing which the bids will not be considered.

FINANCIAL BIDS OF ONLY THOSE BIDDERS WHO MEET THE TECHNICAL CRITERIA WOULD BE OPENED.

9. Pre-bid Meeting:

9.1 A pre-bid meeting will be held on 25.10.2019 at 1500 hrs to clarify issues if any related to tender documents for all prospective bidders at Conference Room, 9th Floor, Akbar Bhawan, Chanakyapuri, New Delhi. The Ministry reserves the right to modify the time lines on grounds of administrative exigencies.

9.2 Bids without Earnest Money would be rejected and no further correspondence shall be entertained in this regard. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible.

10. Opening of Technical & Financial Bids: Presentation by the respective bidders will be held on 18.11.2019 by 1500 hrs. at the Conference Hall, 9th Floor, OIA-II Division, MEA, Chanakyapuri, New Delhi. Online Technical bids (complete in all respects) received will be opened as per stipulated time and date indicated on page 1 of the tender document in the presence of bidders or their authorised representatives by the Panel/Committee so constituted for the purpose at Conference Room, 9th Floor, OIA-II Division, Ministry of External Affairs, Akbar Bhawan, Chanakyapuri, New Delhi - 110021. Bids received online without EMD will be rejected straightaway. The Financial bids of those who qualify for the technical Bids will be opened on 22.11.2019 at 1100 hrs at the same venue as for the opening of technical Bids.

11. Evaluation Criteria:

11.1 Evaluation of Technical bid:

11.1.1 A duly constituted Tender committee will evaluate eligibility criteria of bidders. The Technical Bids will, in the first instance, be examined to ascertain fulfillment of eligibility criteria and submission of required documents. Evaluation will be based on documentary evidence submitted by the bidder with respect to pre-qualification / evaluation / selection criteria.

Each responsive proposal will be evaluated out of maximum of 100 marks as per following criteria:

A. Presentation by the Agency on Concept and Plans for execution of the programme (Maximum Marks 40): The bidder will be required to make a presentation on its proposal covering Experience/Technical Proposal including Implementation Methodology, Team composition and work schedule.

B. Profile of the Agency (Maximum Marks 60):

Sr. No	Description of each evaluation criteria	Marks
1	<u>Past Experience in work of similar nature:</u> Bidder with experience of 7 to 10 years and above – 10 Marks Bidder with experience between 5 to 7 years – 7 Marks Bidder with experience between 2 to 5 years – 5 Marks	10
2	<u>Competency</u> Bidder with GIGW compliance certificate	10
3	<u>Net worth</u> The organization should have an annual turnover of over Rs. One crore in each of the last 3 years. Bidder with turnover of 10 crore & above - 10 Marks Bidder with turnover between 5 to 10 crore – 7 Marks	10

4	<p><u>Manpower, Skill set, Team Composition & Deployment</u> Composition of the project team and details of specific qualifications, skills/competencies/ expertise of the key professional staff; implementation of similar assignments carried out in last 5 years.</p> <p>Bidder with experience of 5 years and above - 10 Marks Bidder with experience of between 2 to 5 years - 5 Marks</p>	10
5	<p><u>Presentation</u> Presentation about how they will conduct third edition of the quiz (<i>Marks will be awarded by the Bid Evaluation Committee against quality of presentation, understanding of the quiz, comprehension of their role and plans for execution</i>).</p>	10
6	<p><u>Track Records</u> Bidder should have good credentials and track record</p>	10

A minimum score of 75 percentage of total marks obtained in technical evaluation would be required to qualify for the opening of Financial Bid.

11.1.2 A Proposal shall be rejected at this stage if it does not respond to the terms of the RFP.

11.1.3 In case the date of opening of tender is declared a holiday for unexpected reasons, the tender shall be opened same time on the next working day.

11.2 Evaluation of Financial Bids:

11.2.1 FINANCIAL BIDS OF ONLY THOSE BIDDERS WHO MEET THE TECHNICAL CRITERIA WOULD BE OPENED. The Financial Bids of the technically qualified bidders will be evaluated as per the evaluation criteria mentioned below: The bidder with lowest financial bid will be awarded 100% score.

11.2.2 Financial bids of only the Companies scoring 75% in technical bid will be opened. The Financial Bids of the technically qualified bidders will be evaluated as per criteria mentioned in **combined evaluation**.

11.2.3 Combined Evaluation:

The bid will be evaluated on the basis of combined score obtained in technical and financial evaluation. The weightage for technical and financial scores will be given in the ratio of 70:30 and adding them up. On the basis of combined weighted score for technical and financial bids, the bidder shall be ranked in terms of total score obtained. The proposal obtaining the highest combined score in evaluation will be ranked as L-1 followed by the proposals securing lesser marks as L2, L3, etc. **The bidder securing the highest combined marks will be considered for award of the contract (L1 bidder).**

Example: As an example, the following procedure will be followed. The minimum qualifying marks for technical qualifications is 75 points (**point is equivalent to percentage**) and the weightage of the technical bids and financial bids is kept as 70: 30. Assuming that in response to the RFP, 3 proposals, A, B & C are received. The technical evaluation committee awards them 75, 80, and 90 points respectively. The minimum qualifying marks are 75 points. All the 3 proposals are, therefore, found technically suitable and their financial proposals will be opened on the specified date and time. Assuming that the evaluation committee examines the financial proposals and the quoted total bid values are as under:

Proposal Total Bid Value

A :	INR 120
B :	INR100
C :	INR 110

Using the formula **{{(LTBV / TBV x 100) % adjusted to 2 decimal}**, where LTBV stands for Lowest Total Bid Value and TBV stands for Total Bid Value, the committee will give them the following points for financial bids:

A :	100 / 120 x 100 = 83 points
B :	100 / 100 x 100= 100 points

C : $100 / 110 \times 100 = 91$ points

In the combined evaluation, thereafter, the evaluation committee will calculate the combined technical and financial score as under:

Proposal A : $75 \times 0.70 + 83 \times 0.30 = 77.4$ points

Proposal B : $80 \times 0.70 + 100 \times 0.30 = 86$ points

Proposal C : $90 \times 0.70 + 91 \times 0.30 = 90.3$ points

The three proposals in the combined technical and financial evaluation will be ranked as under:

Proposal A: **77.4 points** : **L3**

Proposal B: **86 points** : **L2**

Proposal C: **90.3 points** : **L1**

Proposal C at the total bid value of INR 110 will, therefore, declared as **winner (L1)** and recommended for approval, to the competent authority in normal course.

11.2.4 Errors & Rectification Arithmetical errors will be rectified on the following basis:-

If there is discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

12. Awarding of contract:

12.1 The contract shall be awarded on the basis of the lowest rate quote.

12.2 In the event of a tie in the final scores, the agency having the highest technical marks would be declared as L1.

12.3 During the period, no request for increase in quoted rates shall be accepted under any circumstances.

13. Period of Contract: The period of contract will be **valid for 12 months** from the date of award of contracts and this may be extended up to further 12 months.

14. Terms of Payment: Payment against bill/Invoice shall be released only after execution of the order and if the quality of the services are found to the satisfaction of MEA. Payment will be made direct to the service provider through NEFT/RTGS or through A/c payee cheque. No request for other mode of payment will be entertained. No advance payment will be made in any case. Payment for hosting and maintenance of web portal will be made on monthly basis. Other payments will be made after the completion of each round of Quiz.

14.1. Penalty for Delayed Services: In case the bidder withdraws or changes his/her quotation, EMD will be forfeited. Refusal or inability or delay by the successful bidders to deliver services at the contracted rate or any false statement in the bid may result in termination of contract and forfeiting of EMD/Performance Guarantee as well as disqualification of the bidders from participating in future tenders. For any kind of delay in adhering to the time schedule or sub-standard work, bidders shall be liable to pay 5% of total amount of the bill.

15. Period of Contract: The period of contract will be **valid for 12 months** from the date of award of contracts and this may be extended up to further 12 months.

16. Force Majeure: Ministry may consider relaxing the penalty and delivery requirements, as specified in this tender Document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of a Force Majeure.

Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as natural disasters, act of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at company's premise, etc.

17. Corrupt or Fraudulent Practices: It is expected that the company will have highest standards of ethics. Ministry may declare the company ineligible, either indefinitely or for a stated duration, if it at any time determines that the company has engaged in corrupt and fraudulent practices during the execution

of contract.

18. Settlement of Disputes and Arbitration: In case the amicable resolution or settlement is not reached between the Parties within a period of 30 days from the day on which the dispute(s) or difference(s) arose, such dispute(s) or difference(s) shall be referred to a sole Arbitrator for settlement by way of arbitration in accordance with the provisions of the Arbitration and Conciliation Act 1996 or any mutually agreed applicable law on arbitration that may be in force, and any amendments made thereto. The sole arbitrator shall be appointed by the mutual consent of the Parties. The decision of the Arbitrator shall be final and binding on both the Parties. The venue of such arbitration shall be at New Delhi, India. The Language of the arbitration proceedings shall be in English.

The existence of any dispute(s) or difference(s) or the initiation or continuance of the arbitration proceedings shall not permit the Parties to postpone or delay the performance by the Parties of their respective obligations under this indenture.

19. Governing Laws and Disputes: This RFP shall be construed and governed by the Laws of the India and the parties hereby submit to the exclusive jurisdiction of the Delhi Courts of Law.

20. General Terms and Conditions:

- (i) Mere submission of RFP shall not confer any right whatsoever on the submitting entity.
- (ii) The RFP shall remain valid for a period of 6 months from the last date of submission of RFP.
- (iii) It shall be obligatory on part of the submitting entity to furnish any further information as may be sought by Ministry.
- (iv) Incomplete proposals are liable to be rejected.
- (v) The Ministry may in its discretion extend the last date for submission of the bids and such extension shall be binding on all the Bidders. Addendum / Corrigendum, if any in this regard, will be published on the Ministry of External Affairs' website.
- (vi) The Ministry reserves the rights to reject any bid without assigning any reasons. The decision of the Competent Authority in this regard shall be final and binding on the parties concerned.

Annexure-I
Financial Proposal Submission Form

[Location, Date]

To: JS (OIA-II)
Ministry of External Affairs
Akbar Bhawan, Chanakyapuri
New Delhi

Dear Sir,

We, the undersigned, offer to provide the service/job for *[Insert title of Assignment/job]* in accordance with your Request for Proposal dated *[Insert Date]* . Our attached financial bid (in one sealed envelope) is for the sum of *[Insert amount(s) in words and figures]*. This amount is inclusive of all taxes. We hereby confirm that the financial proposals are unconditional.

Yours sincerely,

Authorized Signature *[In full and initials]:*

Name and Title of Signatory:

Name of Agency:

Address:

Annexure-II

FINANCIAL BID									
Tender Inviting Authority: Ministry of External Affairs, OIA-II Division									
Name of the work: Selection of a service provider for conduct of Bharat Ko Janiye Online Quiz (3 rd Edition)									
Name of Bidder:									
<p>{DOMESTIC TENDER – RATES ARE TO BE GIVEN IN RUPEES (INR) ONLY}. This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only.</p>									
Sr. .No	Item Description	Item Code/Make	Quantity	Units	Estimated Rate	Basic Rate In Figures To be entered by the Bidder	Total Amount without Taxes	Total Amount with Taxes	Total Amount In Words
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
i	Upgradation and Maintenance of Website								
ii	Online Quiz content and Questions								
iii	Management of Online rounds of Quiz								
iv	Branding of Onsite Quiz Venue								
v	Technical arrangement and Manpower for Onsite Quiz								
vi	Arrangement for Quiz Masters								
vii	Conduct of Workshops (onsite)								

viii	Conduct of Semifinal & Final rounds								
ix	Programme management fees for entire Quiz								
Total in Figures									
Total in Words									

(The amount should be inclusive of all Taxes and for the entire scope of services)

Note:

- The prices stated in the Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other intellectual property rights.
- For the purpose of evaluation for Selection of Bidder, the total cost inclusive of taxes of all the above will be considered.
- Bidder must submit their financial bid for the total scope of work.
- Rates are to given in rupees (INR) only.

Signature of the Authorized Signatory

Name:

Designation:

Name & Address of the Bidder:

Place:

Date:

Annexure-III

GUIDELINES FOR CONDUCTING QUIZ

Ministry will be organising 3rd edition of “Bharat Ko Janiye Online Quiz”, for the overseas Indian youth to develop an all round understanding of India. To facilitate the organisation of quiz, draft guidelines are placed below for consideration:

I. Eligibility: The Online Quiz is open for overseas Indian youth between the age of 18 and 35 years as on 1 January 2020 (Born after 1 January 1985 and before 1 January 2002). The quiz is open for three distinct categories of participants – PIOs, NRIs & Foreign Nationals.

(i) **Persons of Indian Origin (PIOs) Category:** A participant must hold a valid OCI Card or number or either of his parents or one of his grandparents from the maternal or paternal side must be OCI card holders. In the absence of any OCI card documents, HOM/DCM would certify that the participant selected for the final round is of Indian-Origin on the basis of available documents.

(ii) **Non-Resident Indians (NRIs) Category:** A participant can be an NRI with a valid Indian passport and work permit of country of residence, certifying his/her NRI status provided he/she meets the following criteria:

*A person is a **resident** who has stayed equal to or more than 182 days in India during the current financial year or he stayed 60 days or more in previous financial year and 365 days more in previous financial years (**Income Tax Act 1961**). There is no geographical restriction on location of participant as long as the participant fulfils the above criteria.*

(iii) **Foreign Nationals (FNs) Category:** A participant is a Foreign National, and he/she possesses nationality of some other country and he/she or his/her family does not have any links with India w.r.t their ancestry._

(iv) **Verification of Credentials:** PIO, NRI or Foreign National status of qualified candidates, who qualify for onsite rounds in New Delhi, will be verified by Government of India. In case the status is not verified, participant will be disqualified and will not be allowed to take part in onsite

final rounds of the quiz in Delhi. E-Certificate will be given for their participation in Qualifying Round.

II. Entry Fee: There is no entry fee for participation in the Bharat Ko Janiye Quiz. Participants will not be asked to make any payments at any stage of the Quiz.

III. Quiz Structure: The Quiz will be conducted in 4 rounds which include 2 Online rounds and 2 on-site rounds :

(a) Step I: Online Registration: It is mandatory for the candidate to complete online registration at portal www.bharatkojaniye.in in order to participate in the online quiz. Following fields need to be submitted for registration:

- (I) Category (**PIO/ NRI / Foreign National**)
- (ii) First Name
- (iii) Last Name
- (iv) Age
- (v) City / country of residence
- (vi) Email id
- (vii) Social Profile (any one of Twitter or Facebook)
- (viii) Mobile number for WhatsApp
- (ix) Passport Number
- (x) OCI Card details or proof of Indian origin (**for PIO category**)
- (x) Proof of NRI status (**for NRI category**)

Participant is required to generate a unique user name and password by registering online at the portal www.bhartkojaniye.in. Registration for Welcome Round will commence from April 1, 2020.

(b) Step II: Welcome Round (Round 1): It will be held online at the portal www.bharatkojaniye.in between 01 August 2020 and 30 September 2020.

30 questions have to be answered without any time limit and not necessarily in a single online session. Content will comprise five topics of general interest namely; Art, Indian Democracy, Economy, Geography, Personalities in Music and Dance.

(c) Step III: Qualifying Round (Round-2): It is an online quiz with a single session of 60 minutes, for 60 questions. Qualifying round will be held during 00:30 hrs IST, 2 November 2020 and 23:59 hrs IST, 14 November 2020. Results of qualifying round will be announced on 20 November 2020. Top 10 PIO finalists, top 10 NRI finalists and top 10 Foreign National finalists will be short listed on the basis of score secured and time taken to complete the qualifying round. Contents will include following topics:

- Indian History till 1857
- Freedom Struggle (1857-1947)
- Indian Geography
- Language and Literature
- Mythology
- Cinema
- Environment & wildlife
- Indian Economy
- Sports
- Indian Music & Instruments
- Art & Architecture
- Drama, Theatre and Dance Forms
- Scientific Achievements
- Indian handicrafts
- Well known personalities of India
- Indian polity and Constitution
- Awards and Honours
- Miscellaneous

Some reading material will be uploaded on website for participant's reference.

Disclaimer: The questions in the online Quiz will not be limited to the content supplied by the organizers. This content would be provided as an aid to participants is indicative and does not constitute the 'syllabus' of this online test for the Quiz. Participants are free to refer to other sources of information to prepare for the Quiz.

(d) Final Round (Round-3 & 4): Final Round of the quiz will be held in two stages (Semi-Final and Final Round) in New Delhi. From the Semi-Final round, top 3 candidates will be selected to participate in the final round.

Winner and runners up from all the three categories will be decided on the basis of score obtained in the final round.

(e) Bharat ko Janiye Yatra: 10 candidates from each category who will visit India for Semi-Final and Final. They will participate in the “Bharat Ko Janiye” yatra, a 15 day tour in India, organised by the Ministry with all expenses borne by the Government.

(f) Prizes: Top 3 winners from each category will receive Gold, Silver and Bronze medals.

Medal	Weight	Diameter	Thickness
	<i>gm</i>	<i>mm</i>	<i>mm</i>
Gold (22 carat)	30	44	1.34
Silver	30	44	1.79
Copper/Bronze	30	44	2.06

Medals will be manufactured by a company selected by the Ministry and expenditure will be borne by the Ministry.

V. Workshops: One or two workshops would be organised in New Delhi before the commencement of Bharat Ko Janiye Yatra, for the finalists to familiarise them with the quiz format and provide guidance about how to handle the Semi-Final and Final round.

VI. Rules:

(a) Rules for Welcome Round:

(i) All registered participants will be eligible to take part in the Welcome Round.

(ii) Welcome Round will commence on 01 August 2020 and end on 30 September 2020.

(iii) Questions would be based on the topics mentioned above. A participant will have to answer 30 multiple choice questions.

(iv) Each Question will have 4 answer options out of which only one is correct. To select an answer, participant has to click on one of the option buttons. There is no time limit, for completing welcome round. However the quiz must be completed before 23:59 IST on 30 September 2020. To change the answer, click another desired option button. The participant must then press the 'SAVE' button.

(v) Participant may refer or take help of books, internet or any other sources of information during the Quiz. A participant can navigate through the Welcome round of Quiz by using the navigation tools on the right hand side. A participant can shuffle between questions any time during the quiz as per convenience. Participants are required to end Welcome round by pressing SAVE & SUBMIT button.

(vi) The quiz can be completed in multiple attempts, by using the login credentials. There is no negative marking in this round. Questions for each participant may be different for the same topic. At the end of the Welcome round, a participant's score will be revealed instantaneously. If a participant is not satisfied with his/her score, he/she can try again for better score.

(vi) Participants will also be informed about which questions were answered correctly and the correct answer will be announced after the last date of welcome round. All persons who qualify the welcome round will be eligible to take part in the qualifying round.

(vii) Participants may check result of the quiz rounds on web portal www.bharatkojaniye.in . All qualified participants would be sent an email informing them about their success in welcome round.

(b) Rules for Qualifying Round:

(i) Qualifying Round will be held online during 00:30 hrs IST, 2 November 2020 and 23:59 hrs IST, 14 November 2020. Participants will have to register using login credentials (user name and password), without which they will not be able to access the Qualifying round of online quiz.

(ii) In the Qualifying round of the quiz, a participant will answer 60 multiple choice questions within a time limit of 60 minutes, in single online session.

Each Question will have 4 answer options out of which only one is correct. The set of questions may vary for each participant.

(iii) To select an answer, click on one of the option buttons. To change the answer, click another desired option button. The participant must then press the 'SAVE' button. A participant can navigate through the Qualifying round of Quiz by using the navigation tools on the right hand side. A participant can shuffle between questions any time during the quiz as per convenience. Candidates are required to end the round by pressing SUBMIT button. The answers that are received by the system after pressing the 'SUBMIT' button only be considered for evaluation.

(iv) Participant will receive his/her score after completion of the Round. Correct answers for questions answered by participants will also be shared. Finalists will be short-listed on the basis of score obtained in the qualifying round. The results of qualifying round of quiz would be announced on 20 November, 2020 23:59 IST. The results will be sent by emails to those who qualify. Participants of Qualifying round, shall be sent an e-Certificate for their participation in Online quiz.

(v) Only short listed finalists will be informed about the selection. Personal details shall be sought for verification of NRI/PIO/Foreign National status of participants, by Indian Embassies/High Commissions and/or Government of India departments. In case any information provided by the finalist is found to be incorrect and/or cannot be verified, the person who obtained the next highest score in the qualifying round would be invited for the Semi-Final and Final Round in New Delhi.

(c) Final Round at New Delhi

(i) The Online quiz will be followed by a Semi Final and Final Round in New Delhi, dates for which will be intimated to the participants concerned.

(ii) The top 10 finalists in each category will be invited to India for the onsite Quiz. Ministry of External Affairs shall pay for their travel and hospitality for their trip to India.

(ii) The structure and format of Final and Live Round shall be decided in consultation with Quiz Master.

VII. Bharat Ko Janiye Yatra: Bharat Ko Janiye Yatra may be organised for top 30 finalists (10 NRI, 10 PIO and 10 Foreign National category) selected for Semi-Final and Final round. Yatra will be organised as a part of Know India Programme for 15 days. Participants will visit Delhi, Agra and one State for familiarization. The main element of the visit could be:

- (i) Visit to a University, College or Institute
- (ii) Visit to Industries/visit to village
- (iii) A one-day orientation programme in Foreign Service Institute, New Delhi - about India's political, economic, foreign policy and other aspects
- (iv) Visit to places of historical, industrial, cultural and tourist importance
- (v) Interaction with senior officials, policy makers and opinion makers

Hotel accommodation (4 Star Hotel on twin sharing basis), local transportation (by AC vehicle on twin sharing basis), boarding and lodging for BKJ participants during their stay in India; airport-hotel-airport transfer during arrival and departure from India will be arranged by the Ministry.

VIII. General Rules and Regulations:

- Participation in this online Quiz is voluntary.
- The Ministry retains the right to make any changes to the event, its format, schedule, rules and in any matter related to this event, at any time before or during the event.
- The Organisers are not bound to provide either the internet connection or related devices to enable participants to participate in the online Quiz rounds.
- The decision of the organizers would be final and binding in all matters pertaining to the Online Quiz.
- In case of a tie in Quiz score, the participant who took lesser time to answer questions would get a higher ranking.

- The questions in the Online Quiz will not be limited to the material supplied in the content sets. These sets have been provided as an aid to participants, but it does not purport to constitute the 'syllabus' of this online Test.
- Decision of organisers on any matter related to this Quiz, shall be final.
