



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2023/B/3958920
Dated/दिनांक : 18-10-2023

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	08-11-2023 16:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	08-11-2023 16:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Communications
Department Name/विभाग का नाम	Department Of Telecommunications (dot)
Organisation Name/संगठन का नाम	National Institute Of Communication Finance
Office Name/कार्यालय का नाम	Ghitorni New Delhi
Item Category/मद केटेगरी	E-Learning Content Development - iGOT; Storyboarding and conversion of content to multimedia formats; English; Mobile and Laptop/Desktop Both; Communication accounts and other telecommunication related; Levels; Level 1; NA; NA; Testing and LMS upload.. , E-Learning Content Development - iGOT; Storyboarding and conversion of content to multimedia formats; English; Mobile and Laptop/Desktop Both; Communication accounts and other telecommunication related; Levels; Level 2; NA; NA; Testing and LMS upload.. , E-Learning Content Development - iGOT; Storyboarding and conversion of content to multimedia formats; English; Mobile and Laptop/Desktop Both; Communication accounts and other telecommunication related; Levels; Level 3; NA; NA; Testing and LMS upload..
Contract Period/अनुबंध अवधि	1 Year(s) 1 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	270 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes

Bid Details/बिड विवरण	
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	12000000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज़ ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	240000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	15

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लभार्थी :

DDO

O/o DG, NATIONAL INSTITUTE OF COMMUNICATION FINANCE, Ghitorni, New Delhi - 110047.

(Ddo)

Splitting/विभाजन

Bid splitting not applied./बोली विभाजन लागू नहीं किया गया

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**Scope of Work:**[1694673283.pdf](#)**Payment Terms:**[1694673294.pdf](#)**Buyer to specify number of learning personnel and instructional designers cum writers with**

experience in eLearning design, authoring and development required:[1695191074.pdf](https://www.bidsite.com/1695191074.pdf)

In case Buyer wants to add some more conditions other than standard SLA then buyer to specify the clauses of additional SLA .:[1695191091.pdf](https://www.bidsite.com/1695191091.pdf)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
As per the bid document	100	60	View File

Total Minimum Qualifying Marks for Technical Score: 60

QCBS Weightage(Technical:Financial):70:30

Presentation Venue:National Institute of Communication Finance, Opposite metro Pillar No.152, Ghitorni, New Delhi-110047.

Presentation date will be intimated in due course through e-mail.

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
31-10-2023 11:00:00	National Institute of Communication Finance, Opposite metro Pillar No.152, Ghitorni, New Delhi-110047.

E-Learning Content Development - IGOT; Storyboarding And Conversion Of Content To Multimedia Formats; English; Mobile And Laptop/Desktop Both; Communication Accounts And Other Telecommunication Related; Levels; Level 1; NA; NA; Testing And LMS Upload.. (3600)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Platform	iGOT
Type of Services Required	Storyboarding and conversion of content to multimedia formats
Languages	English
Primary device used by platform users for e-Learning	Mobile and Laptop/Desktop Both
Subjects to be covered	Communication accounts and other telecommunication related
Specification in terms of Levels required or type of content	Levels
Levels Required	Level 1
Type of Content	NA

Specification	Values
Voice-over	NA
Other support required	Testing and LMS upload support
Proof of Concept Required	Yes
Nature of Raw Content Available	Hard copies and soft copies
Addon(s)/एडऑन	
Number of photographs for stock photography required	NA
Total duration of live action video required in minutes	NA
Level 1 assessment (10 questions) - Multiple Choice Single Select , Multiple Choice Multiple Select	NA
Level 2 assessment (10 questions) - Multiple Choice Single Select , Multiple Choice Multiple Select , Match the Following , Sequencing , Sorting	NA
Level 3 assessment (10 questions) - Multiple Choice Single Select , Multiple Choice Multiple Select , Match the Following, Sequencing , Sorting, Crossword Puzzles , Scenario-based/game-based/simulation-based summative assessments , Tracked formative assessments	NA
Additional Details/अतिरिक्त विवरण	
Approx. number of pages of raw content available for content development	9000
Language of master version	English
Mention qualification and experience requirements of SME	As per the bid document

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Duration in minutes (Level wise or Type of Content wise as the case may be)	Additional Requirement/अतिरिक्त आवश्यकता
1	Vivek Sangtiani	110047,National Institute of Communication Finance, Mehrauli-Gurgaon Road, Ghitorni,New Delhi-110047	3600	N/A

E-Learning Content Development - IGOT; Storyboarding And Conversion Of Content To Multimedia Formats; English; Mobile And Laptop/Desktop Both; Communication Accounts And Other Telecommunication Related; Levels; Level 2; NA; NA; Testing And

LMS Upload.. (1500)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Platform	iGOT
Type of Services Required	Storyboarding and conversion of content to multimedia formats
Languages	English
Primary device used by platform users for e-Learning	Mobile and Laptop/Desktop Both
Subjects to be covered	Communication accounts and other telecommunication related
Specification in terms of Levels required or type of content	Levels
Levels Required	Level 2
Type of Content	NA
Voice-over	NA
Other support required	Testing and LMS upload support
Proof of Concept Required	Yes
Nature of Raw Content Available	Hard copies and soft copies
Addon(s)/एडऑन	
Number of photographs for stock photography required	NA
Total duration of live action video required in minutes	NA
Level 1 assessment (10 questions) - Multiple Choice Single Select , Multiple Choice Multiple Select	NA
Level 2 assessment (10 questions) - Multiple Choice Single Select , Multiple Choice Multiple Select , Match the Following , Sequencing , Sorting	NA
Level 3 assessment (10 questions) - Multiple Choice Single Select , Multiple Choice Multiple Select , Match the Following, Sequencing , Sorting, Crossword Puzzles , Scenario-based/game-based/simulation-based summative assessments , Tracked formative assessments	NA
Additional Details/अतिरिक्त विवरण	
Language of master version	English
Approx. number of pages of raw content available for content development	1500
Mention qualification and experience requirements of SME	As per the bid document

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Duration in minutes (Level wise or Type of Content wise as the case may be)	Additional Requirement/अतिरिक्त आवश्यकता
1	Vivek Sangtiani	110047,National Institute of Communication Finance, Mehrauli-Gurgaon Road, Ghitorni,New Delhi-110047	1500	N/A

E-Learning Content Development - IGOT; Storyboarding And Conversion Of Content To Multimedia Formats; English; Mobile And Laptop/Desktop Both; Communication Accounts And Other Telecommunication Related; Levels; Level 3; NA; NA; Testing And LMS Upload.. (900)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Platform	iGOT
Type of Services Required	Storyboarding and conversion of content to multimedia formats
Languages	English
Primary device used by platform users for e-Learning	Mobile and Laptop/Desktop Both
Subjects to be covered	Communication accounts and other telecommunication related
Specification in terms of Levels required or type of content	Levels
Levels Required	Level 3
Type of Content	NA
Voice-over	NA
Other support required	Testing and LMS upload support
Proof of Concept Required	Yes

Specification	Values
Nature of Raw Content Available	Hard copies and soft copies
Addon(s)/एडऑन	
Number of photographs for stock photography required	NA
Total duration of live action video required in minutes	NA
Level 1 assessment (10 questions) - Multiple Choice Single Select , Multiple Choice Multiple Select	NA
Level 2 assessment (10 questions) - Multiple Choice Single Select , Multiple Choice Multiple Select , Match the Following , Sequencing , Sorting	NA
Level 3 assessment (10 questions) - Multiple Choice Single Select , Multiple Choice Multiple Select , Match the Following, Sequencing , Sorting, Crossword Puzzles , Scenario-based/game-based/simulation-based summative assessments , Tracked formative assessments	NA
Additional Details/अतिरिक्त विवरण	
Approx. number of pages of raw content available for content development	3000
Language of master version	English
Mention qualification and experience requirements of SME	As per the bid document

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Duration in minutes (Level wise or Type of Content wise as the case may be)	Additional Requirement/अतिरिक्त आवश्यकता
1	Vivek Sangtiani	110047,National Institute of Communication Finance, Mehrauli-Gurgaon Road, Ghitorni,New Delhi-110047	900	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised

quantity or duration

2. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

DDO, NICF
payable at
New Delhi

.
Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

3. **Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of

DDO O/o DG, NICF
payable at
NEW DELHI

.
Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

4. **Forms of EMD and PBG**

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

DDO, O/o DG, NICF
Account No.
34356261943
IFSC Code
SBIN0006837
Bank Name
STATE BANK OF INDIA
Branch address
SULTANPUR, NEW DELHI-110074

.
Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

5. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

6. **Generic**

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

7. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file](#).

8. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

DDO, O/o DG, NICF
payable at

NEW DELHI

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

9. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

DDO, O/o DG, NICF

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

10. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

DDO, O/o DG, NICF

Account No.

34356261943

IFSC Code

SBIN0006837

Bank Name

STATE BANK OF INDIA

Branch address

SULTANPUR, NEW DELHI-110074

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

11. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.

4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---