

REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF
SERVICE AGENCY FOR
PREPARATION OF VIDEO DOCUMENTARY AND AUDIO-VISUAL PRESENTATION
FOR NRC (NATIONAL REGISTER OF CITIZEN) UPDATE PROJECT, ASSAM



ISSUED BY

**OFFICE OF THE STATE COORDINATOR, STATE PROJECT MANAGEMENT UNIT, NATIONAL REGISTER OF
CITIZENS, ASSAM**

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Request for Proposals (RFP) for Selection of Service Agency for preparation of Documentary Films and Audio Visual Presentation for National Register of Citizens (NRC)

RFP no: SPMU/NRC/Documentary/638/2019/2

Dated May 18th, 2019

Request for Proposal for Selection of Service Agency

The State Coordinator, National Register of Citizens (NRC), Assam invites **Proposals** from reputed individuals/ advertising agencies/ film/media production houses/ media related companies to act as **Service Agencies** for preparation of Documentary Films and Audio Visual Presentations, to create documentation of the process of Update of NRC (National Register of Citizens) being carried out in Assam. As such, this Request for Proposals (RFP) is published.

Reputed individuals/ advertising agencies/ film/media production houses/ media related companies submitting the proposal will henceforth be referred to as **Bidder**. For Bidders who are individuals, they will themselves have to be either a Film Director or a Film Producer and will have to tie up with an advertising company or a film/media productions house or a media related company to submit a bid. The terms “advertising agency” or “film/ media production house” or “media related company” will henceforth be referred to as Company”. The successful Bidder will be called the **Service Agency**.

The Bidders who have downloaded the RFP containing the details, terms and conditions from the website shall submit their tender on-line on the website <https://assamtenders.gov.in> should include in their proposal a Demand Draft of Rs. 1,000/- (One thousand) only as Tender Fee issued by an Indian Nationalized Bank in favour of ‘**The Principal Secretary, Home and Political Department, Dispur, Guwahati- 781006, Assam**’ payable at Guwahati with validity period of 90 days from the date of issue of the RFP document. All bids submitted in response to this RFP document shall be accompanied by Earnest Money Deposit (EMD) of Rs. 2,50,000/- (Rupees Two Lakhs Fifty Thousand only) in the form of Demand Draft issued by a Indian Nationalized Bank in favour of the same beneficiary.

The original Demand Drafts for Tender Fee and EMD and Court Fee Stamp of Rs. 8.25/- (Rupees Eight and Paisa Twenty Five) only affixed on the sealed Envelope to the Tender inviting Authority should be submitted to the Office of the State Coordinator, NRC, Assam, Achyut Plaza, Bharalupar, Bhangagarh, Guwahati- 781005 in a sealed cover on or before the last date and time of submission of Tender. The cover should be superscripted with name of the Tender, opening date, name, address, e-mail id and phone no. of the bidder.

Schedule to the invitation of RFP

Sl.	Scheduled	Start Date	Start Time	End Date	End Time
1	Download Start Date	18/05/2019	12.00 PM	29/05/2019	2.00 PM
2	Pre-bid meeting	24/05/2019	3.00 PM		
3	Bid submission	20/05/2019	2.00 PM	30/05/2019	4 PM
4	Technical Bid Opening	30/05/2019	5.00 PM		
5	Financial Bid Opening		To be notified latter		

The State Coordinator, NRC, Assam reserves the right to change the opening time and date of the RFP due to any justified reason by notifying the same on the website www.nrcassam.nic.in.

State Coordinator
National Register of Citizens (NRC), Assam

1 Fact Sheet

S. No	Details
1.	The method of selection is: Quality cum Cost Based System (QCBS), Technical – 70% and Commercial – 30%
2.	RFP can be Downloaded from www.assamtenders.gov.in . However, the bidders are required to submit the tender cost of Rs.1000 in the form of a demand draft in favour of 'The Principal Secretary, Home and Political Department, Dispur, Guwahati- 781006, Assam' payable at Guwahati from any of the nationalized/ scheduled commercial Bank along with the Proposal.
3.	Earnest Money Deposit of amount Rs. Rs. 2,50,000/- (Rupees Two Lakhs Fifty Thousand only) Demand Draft in favour of 'The Principal Secretary, Home and Political Department, Dispur, Guwahati- 781006, Assam' payable at Guwahati from any of the nationalized/ scheduled commercial
4.	<ul style="list-style-type: none">▪ For the purpose of any clarification, the bidders may contact at the following address between 10am to 5pm on all working days from 17/5/2019 to 29/5/2019.<ul style="list-style-type: none">• Address: Office of The State Coordinator NRC, Assam, Achyut Plaza, Bhangagarh, Guwahati.• Email : cpm.nrc.assam@gmail.com (M: 8474839766)▪ A pre-bid meeting will be held on 24/05/2019 at 3 PM at the above address wherein any query of any interested bidder will be addressed.
5.	Bids need to remain valid for 90 days from the submission date
6.	Bidders must submit: <ul style="list-style-type: none">• An original copy of pre-bidding eligibility criterion details• An original copy of proposal for Technical Proposal• One original copy of the Commercial Proposal detailing the calculations of proposal
7.	The proposal submission address is:, Office of The State Coordinator NRC Assam, Achyut Plaza, Bhangagarh, Guwahati.
8.	Proposals must be submitted no later than the following date and time: 30/05/2019 till 4 PM

2 Background

2.1 What is National Register of Citizens (NRC)?

The National Register of Citizens (NRC) is the register containing names of Indian CITIZENS. The only time that a National Register of Citizens (NRC) was prepared was in 1951 when after conduct of the Census of 1951, the NRC was prepared by recording particulars of all the persons enumerated during that Census. The NRC is now being updated in Assam as per orders and frequent monitoring by the Hon'ble Supreme Court of India.

2.2 Purpose of RFP

NRC Update is an extremely huge exercise without any precedence and it is imperative that adequate documentation of the process is carried out. Such documentation also needs to be done in formats which are to be understood and have the ability to record the elaborate and IT Intensive nature of the exercise. The Office of the State Coordinator, National Registration (NRC), Assam accordingly intends to get a proper Audio-Visual documentation of the NRC Update Project. For this purpose, this Office seeks to engage services of a **Service Agency** for designing creatives for preparation of Documentary Film(s) and Audio Visual Presentation(s) for the NRC Update being carried out in Assam.

3 Scope of works for this RFP:

3.1 The following will be the Scope of Works:

1. **5 NUMBERS OF VIDEO DOCUMENTARIES:** The agency will be required to develop video documentary on NRC Update project covering:
 - a. The process flow adopted in all stages of NRC Update project
 - b. Verification processes undertaken across the state.
 - c. Interviews of public.
 - d. Interviews of officials involved in NRC works.
 - e. The above is only indicative

VIDEO DOCUMENTARY			
Sl. No.	Topics	No. of Production	Duration per production in minutes
1	Main Documentary 1 : "NRC Update Project" (Full Version)	1	60
2	Main Documentary 2 : "NRC Update Project" (Shorter version)	1	15
3	Other Documentaries : "Family Tree Verification"	1	30
4	Other Documentaries : "NRC - unique Features"	1	30
5	Other Documentaries : "NRC - IT intensiveness"	1	30
Total for documentary		5	

- Footage will be collected primarily for the Main Documentary from where some footage, say 60% to 70% of footage, will be used for the Main Documentary 1 & 2 and rest 30% to 40% unused footage along with computer graphics will be used for the Other Documentaries.
- Approximately 10% of time in Main and Other Documentaries will be based on heavy use of computer graphics deployed to explain the complex processes undertaken in the project, mainly the extensive use of IT in simpler terms.
- Whereas the implementation processes such as conduct of hearing, verification processes etc. will be shown through video shooting at various locations in the state, and through interviews of officials, policy makers, software etc. designers, the computer graphics will be used to explain the back-end IT etc. processes in simple manner.

- Other documentaries as listed under scope of work are basically sub-set of the main documentary which would be focusing on specific aspects like family tree verification method, IT features of NRC project etc. wherein the main documentary will embrace all aspects of updation process.
 - The shooting will be done in different locations of the state.
2. **5 NUMBERS OF AUDIO-VISUAL (AV) PRESENTATIONS:** Develop sophisticated and detailed audio-visual presentation on NRC process narrating the intricacies of process details and technical aspects. The AV will contain computer graphics, hyperlinks to other documents, audio visual clipping, documents, both web based and locally hosted portals. The percentage of use of Computer Graphics may increase to 20% for AV Presentations.

Audio Visual PPT			
SI. No.	Topics	No. of Production	Duration per production
1	Main AV Presentation 1 : "NRC Update Project" (Full Version)	1	60 minutes
2	Main AV Presentation 2 : "NRC Update Project" (Shorter version)	1	15 minutes
3	Other AV Presentation: "Family Tree Verification"	1	30 minutes
4	Other AV Presentation: "NRC - unique Features"	1	30 minutes
5	Other AV Presentation: "NRC - IT intensiveness"	1	30 minutes
Total for Audio Productions		5	

3. The above Scope of Works will have the following specifications :
- a. Music – composed as well as stock music will be used for both types of items – Video Documentaries and AV Presentations.
 - b. The language of the documentaries will be English with versions in Hindi and Assamese. Sub-titles for Interviews and other written material will also have to be in English while Hindi and Assamese language will be used for the respective language version.
 - c. **Special Note on Computer Graphics:** The evaluation of the commercial bids will be made based on quotes submitted by the Bidders based on the assumption that Video Documentaries will have 10% of the time i.e 6 minutes for Computer Graphics and AV Presentations will have 20% of the time i.e 12 minutes for Computer Graphics. The computer graphics developed for the project would, therefore, be around 12 minutes which may be used across various Video documentaries and AV Presentations. While taking the quotes from the Bidders, quote for computer graphics will be taken separately. While evaluating the commercials, the quote for Video Documentaries will be evaluated with 6 minutes of computer graphics and the quote for AV Presentation will also be evaluated with 6 minutes of computer graphics. The actual use of computer graphics in the final product will be determined on the flow of the design etc and may vary from the 6 minutes in Main Documentary 1 (Full Version) or 12 minutes in Main AV Presentation 1 (Full Version) or corresponding durations in other documentaries and AV Presentations.

- d. Special Note in Commercial Evaluation: the commercial quotes will be taken only for 1.) Main Documentary 1 (Full Version), 2.) Computer Graphics (@ per second), 3.) for Main AV Presentation 1 (Full Version). Based on these three rates, costs for evaluation of other items will be determined as follows:

For other documentaries of 30 minutes, the amount will be 15% of Main Documentary 1, while for other documentaries of 15 minutes, the amount will be 10% of main Documentary 1. The following illustration explains the situation :

If the rate quoted by the Bidder for 1.) Main Documentary 1 (Full Version) is **Rs X**, for 2.) Computer Graphics (@ per second), it is **Rs Y** and for 3.) for Main AV Presentation 1 (Full Version), it is **Rs Z**, the total Bid Value will be as follows :

ITEM	Evaluated Rate
Main Documentary 1 (Full Version) - 60 Minutes	$X+360*Y$
Main Documentary 1 (Shorter Version) - 15 Minutes	$0.10 *(X+360*Y)$
Other Documentaries : "Family Tree Verification" - 30 Minutes	$0.15 *(X+360*Y)$
Other Documentaries : "NRC - unique Features" - 30 Minutes	$0.15 *(X+360*Y)$
Other Documentaries : "NRC - IT intensiveness" - 30 Minutes	$0.15 *(X+360*Y)$
Main AV Presentation 1 (Full Version) - 60 Minutes	$Z+360*Y$
Main AV Presentation 2 : "NRC Update Project" (Shorter version) - 15 Minutes	$0.10 *(Z+360*Y)$
Other AV Presentation: "Family Tree Verification" - 30 Minutes	$0.15 *(Z+360*Y)$
Other AV Presentation: "NRC - unique Features" - 30 Minutes	$0.15 *(Z+360*Y)$
Other AV Presentation: "NRC - IT intensiveness" - 30 Minutes	$0.15 *(Z+360*Y)$

3.2. Time frame of executing the work :

- a. The Main Documentary 1 & 2 will have to be completed within 45 days of the Work Order and other documentaries to be completed within 30 days of completion of the Main Documentary.
- b. The Main AV Presentation 1 will have to be completed within 45 days of the Work Order and other documentaries to be completed within 30 days of completion of the Main Documentary.
- c. Delays will be subjected to penalties as described in the Service Level Agreement (SLAs) given separately.
- d. Mobilisation by the successful Bidder will have to start within 3 days of the Work Order and video shooting etc in the field will have to start within 5 days of the Work Order.

4. Eligibility criteria (Envelope 1 – Pre-bid qualification details (Refer Section 6 (b)):

Eligibility Criteria	Documents to be submitted
<p>The Bidder may be an individual or an advertising agency or production house or a media related company. In case of individuals, they will have to tie up with an advertising company or a productions house or a media related company. Such individuals will themselves have to be either a Film Director or a Film Producer. The terms “advertising agency” or “production house” or “media related company” will henceforth be referred to as Company”</p>	<p>Name and address of Individual (if applicable) :.....</p> <p>Name and address of Advertising Agency/ Production House / Media Related Company (if applicable):.....</p> <p>Description of works undertaken by the Individual/ Advertising Agency/ Production House / Media Related Company :</p> <p>Document/ self-certified certificate of tie-up of the individual with the company to be enclosed (Yes/ No)</p> <p>Documents to establish the above.....</p>
<p>The bidder as Director/ Producer/ Company need to have adequate experience – at least one short film or documentary and 2 TV Commercials (TVCs) or similar production. The film/ documentary should have been displayed at well-known locations and the TVCs should have been telecast in at least 5 national channels. The Bidder needs to be involved as Director or Producer or Company creating the Short Film/ Documentary/ TVCs.</p>	<p>Names and description of short film or documentary directed (to also give the names of screening locations) ;</p> <p>1.)</p> <p>2.)</p> <p>3.)</p> <p>Names and description of TV Commercials (TVCs) (to also give the names of channels) ;</p> <p>1.)</p> <p>2.)</p> <p>3.)</p> <p>4.)</p> <p>5.)</p> <p>Names and description of other similar productions (to also give details of display/ dissemination/ screening) ;</p> <p>1.)</p> <p>2.)</p> <p>3.)</p>

	4.) 5.)
Submission of Earnest Money Deposit (EMD)	Earnest Money Deposit (EMD) of Rs. 2,50,000/- (Rupees Two Lakhs Fifty Thousand only) in the form of Demand Draft issued by a Indian Nationalized Bank in favour of the same beneficiary. (Rupees Ten Thousand only). The Bid Security of the successful bidder shall be retained till completion of the bidding process but shall not carry any interest. If the successful bidder fails to execute the agreement within the specified time, or withdraws his bid within the validity of the bid, the Bid Security shall be forfeited. The Bid Security of the unsuccessful bidders will be returned within 30 days after the finalization of the bid.
Submission of Tender fee	The Bidders who have downloaded the RFP containing the details, terms and conditions from the website should include in their proposal a Demand Draft of Rs. 1,000/- (One thousand) only as Tender Fee issued by an Indian Nationalized Bank in favour of 'The Principal Secretary, Home and Political Department, Dispur, Guwahati- 781006, Assam' payable at Guwahati with validity period of 90 days from the date of issue of the RFP document.
Experience of the individual or Company at least 10 years in field of Documentary Films development/ TV Commercials/ AV Advertisements	Description with Documentary evidence of such experience.
Company to have Annual Turnover of minimum Rs. 50,00,000 (Rupees Fifty Lakhs) only for last 3 years.	1. Attach certificate from Chartered Accountant for the Financial Year: a. 2016-17 b. 2017-18:: c. 2018-19:
Legal Entity - Bidder Company should be <ul style="list-style-type: none"> ▪ Proprietorship/ Partnership/ Pvt. Ltd/ Pub. Ltd ▪ Registered with the Service Tax Authorities ▪ Should have been operating for the last Five (5) years in India. 	Copy of Certificate of Incorporation Copy of Registration Certificates Letter from Company Secretary on Bidder's letter head for last five years operation.
The bidder Individual or Company should not have been blacklisted by any Government organization.	Self-declaration certificate regarding the matter that the organization is not blacklisted by any Government

	<p>Organization.</p> <p>Should submit a self declaration for not being under legal action for corrupt or fraudulent practices.</p>
<p>Bidder to have a team to have adequate numbers of resources for :</p> <p>a) Script writing b) Editing c) Camera Shoot/ Camera Person. d) Sound Engineer/ Recordist.</p> <p>Each of the above will have to have a minimum experience of working in at least 1 Feature Films or at least 5 Short Films/ TVCs/ AVs/Documentaries etc). Such films will have to be screened at well known locations and the TVCs should have been telecast in National TV channels.</p>	<p>CV of resources to be submitted detailing name, address, experience details.</p>
<p>Bidder to have adequate hardware for video filming, editing – the Bidder must either own the required technical equipment or have tie up/MOU with an agency.</p>	<p>Submit details of camera & equipment and sourcing</p>
<p>Non refundable court fee stamp of Rs.8.25 (Rupees eight & paisa twenty five) only.</p>	
<p>The proposal document shall be signed by the proposer in all the pages with official seal (in case of company).</p>	

The details to be provided in an envelope marked as “Envelope 1 - Pre-Bid Eligibility Criterion”.

5. Service Level Agreements (SLA)/Penalty

5.1 In case of failure to complete Main Documentary 1 & 2/ Main AV Presentation 1 within 45 days of the Work Order, a penalty of reduction in 1% of work value will be levied on each three days of delay.

5.2 In case of failure to complete other documentaries/other AV Presentation to be completed within 30 days of completion of the Main Documentary, a penalty of reduction in 1% of work value will be levied on each day of delay.

Imposition of SLA will, however, be decided by the Department and if reasons found justified the SLA amount can also be relaxed

6. Terms and Conditions of RFPs

a. Earnest Money Deposit (EMD)

- a. Bidders shall submit, along with their Bids, EMD as per the details mentioned in Fact Sheet. EMD should be valid for 90 days beyond the final bid validity period.
- b. EMD of all unsuccessful bidders would be refunded by This Office within 30 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Annexure.

- c. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e. The EMD may be forfeited:
 - i. If a bidder withdraws its bid during the period of bid validity.
 - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

b. Submission of Proposals/Bids

6.2.1 The bidders should submit their responses in the following manner:

- a. **Envelope 1: Pre-bid qualification details - 1 Original in First envelope.**
- b. **Envelope 2: Technical Bid - 1 Original in Second envelope.**
- c. **Envelope 3: Commercial Bid - 1 Original with detailed calculations in third envelope.**

6.2.2 Please Note that Prices should not be indicated in the Technical Bid but should only be indicated in the Commercial Bid. Indicating the commercials/ prices in the Technical Bid will lead to the bidder being rendered invalid.

6.2.3 **The three envelopes containing copies of Pre-bid qualification details, Technical Bid, and Commercial Bid should be put in another single sealed big/cover envelope clearly marked as "Response to RFP for selection of service agency for preparation of video documentary, and audio-visual presentation for National Register of Citizens, Assam."**

6.2.4 The outer envelope thus prepared should also indicate clearly the name, address, telephone number, e-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".

6.2.5 All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

6.2.6 The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.

6.2.7 All pages of the bid including the duplicate copies, shall be initiated and stamped by the person or persons who sign the bid.

6.2.8 In case of any discrepancy observed by this Office in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.

c. Language

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

d. Amendment of Request for Proposal

At any time prior to the deadline (or as extended by This Office) for submission of bids, this Office for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the website www.nrcassam.nic.in , and these will be binding on all the bidders. This Office, at its discretion, may extend the deadline for the submission of proposals. This Office reserves the right to change the scope of work at any period of time. . In such case, this Office will release a corrigendum/clarification and ask the Bidders to resubmit their commercial bids only.

e. Bid Price

Commercial Bid shall be as per the format provided in this RFP. Bid price for evaluation purpose is inclusive of all applicable taxes, duties, other levies and charges etc. All applicable taxes, duties, other levies and charges etc. shall be required to be mentioned as per the format.

Bidders shall quote for the entire scope of contract on “overall responsibility” basis such that the total bid price covers all the Bidder’s obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the services.

Prices quoted by the Bidder shall remain fixed during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation or with incomplete details will be treated as non-responsive and shall be rejected.

f. Late Bids

- 6.6.1 Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- 6.6.2 The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- 6.6.3 This Office shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- 6.6.4 This Office reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

g. Deviations

The bidder is required to submit a no deviation and unconditional bid against this RFP. Any bid submitted with deviations/assumptions which are material in nature or qualify for the deviation of terms & conditions of this RFP may be rejected summarily.

7. Evaluation process

- a. An Evaluation Committee constituted by this Office shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/ documentary evidence, may lead to rejection.
- b. The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.

- c. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- d. The Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- e. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- f. The steps for evaluation are as follows:

i. Stage 1: Pre-bid eligibility criteria evaluation

- A. Envelope 1 marked as “Pre-bid qualification details” will be opened only on the specified date in front of the bidders.
- B. This Office will review the Pre-bid qualification details of all bidders to determine whether they qualify for opening of technical bids. Bids that are not in accordance with the requirements are liable to be disqualified at the discretion of this Office.

ii. Stage 2: Technical evaluation

- A. Envelope 2 marked as “Technical Bid” will be opened only of those bidders who have qualified in the Pre bid eligibility criteria evaluation on the specified date in front of the bidders.
- B. This Office will review the technical bids of the short-listed bidders to determine whether the technical bids are as per the requirements laid down. Bids that are not in accordance with the requirements are liable to be disqualified at the discretion of this Office.
- C. The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned.
- D. Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. Only the bidders who get a Technical score of 70% or more (prior to normalization) will qualify for commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid and Bidder.
- E. The Final Normalized technical score of the Bidder shall be calculated as follows:

Normalized Technical Score of a Bidder = {Technical Score of that Bidder / Score of the Bidder with the highest technical score} X 100 (adjusted to 2 decimals)

Example:

Bidders	Technical Score	Calculation	Normalized Technical Score
Bidder-1	88	$(88/95)*100$	92.63
Bidder-2	65	$(65/95)*100$	68.42
Bidder-3	95	$(95/95)*100$	100

Only Bidders with Technical Scores 80 or above will be eligible for Commercial Bid opening.,

iii. Stage 3: Commercial Evaluation

- A. All the technically qualified bidders will be notified to participate in Commercial Bid opening process.
- B. The commercial bids for the technically qualified bidders will then be opened on the notified date and

time in the presence of representatives of qualified bidders and reviewed to determine whether the commercial bids are in accordance with the RFP requirements. Bids that are not substantially responsive are liable to be disqualified at the discretion of this Office.

- C. The Normalized commercial score of the technically qualified bidders will be calculated, while considering the Commercial quote given by each of the Bidders in the Commercial Bid as follows:

Normalized Commercial Score of a Bidder = {Lowest Commercial Quote of Bidder / Commercial Quote of Bidder under consideration} X 100 (adjusted to 2 decimals)

Example:

Bidders	Commercial Quote (In lakhs)	Calculation	Normalized Commercial Score
Bidder-1	110	$(110/110)*100$	100
Bidder-2	140	$(110/140)*100$	78.57
Bidder-3	160	$(110/160)*100$	68.75

- D. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
 E. Any conditional bid would be rejected

iv.Stage 4: Final score calculation through QCBS

- a. The final score will be calculated through Quality and Cost selection method based on the following weight-age:

Technical: **70%**

Commercial: **30%**

Final Score = (0.70*Normalized Technical Score) + (0.30* Normalized Commercial Score)

Example:

Bidders	Normalized technical score	Normalized commercial score	Final Score (70:30)
Bidder-1	92.63	100	94.84
Bidder-2	Not qualified		
Bidder-3	100	68.75	90.62

- b. The bidder with the highest Final score shall be treated as the Successful bidder. In the above example, Bidder-1 will be treated as successful bidder.
 c. In the event the Final scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

8. Technical Evaluation Framework

The Bidder who would qualify in the pre-bid, the technical evaluation of their proposals shall be undertaken. Technical solution proposed in the Technical Evaluation bid document will be evaluated as per the evaluation criteria mentioned in the following table. The bidder shall be required to provide these details as a part of the Technical Bid i.e. envelope 2.

SI	Evaluation Criteria	Maximum Marks Allotted
1	Understanding of immigration issue in Assam – Write up 500 words	15
2	NRC update project and its progress from 2015 till date - Write up 500 words	15
3	AV presentation on proposal submitted	20
7	'Treatment Note' by director	15
4	EARLIER WORK: Sample of work for any notable organisation/ Government department.– A) Documentaries/short film	10 - 10 marks for 5 or more documentaries, - 8 marks for 4 documentaries, - 6 marks for 3 documentaries, - 4 marks for 2 documentaries, - 0 documentary will render the bidder ineligible
	B) TV Commercials (TVCs) advertisements telecast in at least 5 national channels. Marking for "Other Similar Productions" will be done in the same manner as TVCs.	5 - 5 marks for 8 or more TVCs - 4 marks for 5 to 7 TVCs - 3 marks for 2 to 4 TVCs - Less than 2 TVCs will render the bidder ineligible
6	Quality of resources for : a) Script writing b) Editing c) Camera Shoot/ Camera Person. d) Sound Engineer/ Recordist. Marking will be made based on CV of resources submitted	10 (2.5 x 4 positions)
8	Quality of hardware	10
Total		100

This Office reserves the right to check/validate the authenticity of the information provided in the qualification and Technical Evaluation criteria and the requisite support must be provided by the Bidder as and when desired by this Office.

9. Commercial Proposal

Detailed Costing to be used for evaluation:

A. DOCUMENTARY

Sl.	Topics	No. of Production	Duration per production in minutes/seconds**	Rate	Total Amount
1A	Main Documentary 1: "NRC Update Project" (Full)## -	1	60 minutes		
1B	Main Documentary 1: "NRC Update Project" (Full)### - amount for computer graphics (10% of 60 minutes i.e. 6 minutes (360 seconds))	1	360 seconds		
2	Other Documentaries\$\$	3	30		=0.15 * SI 1A + 1B
2	Other Documentaries\$\$	1	15		=0.10 * SI 1A + 1B

Footage will be collected primarily for the Main Documentary from where some footage, say 60% to 70% of footage will be used for the main Documentary and rest 30% to 40% unused footage along with computer graphics will be used for the Other Documentaries. For other documentaries of 30 minutes, the amount will be 15% of Main Documentary 1, while for other documentaries of 15 minutes, the amount will be 10% of main Documentary 1. This is to be kept in mind while submitting financial quote. Approximately 10% of time will be based on heavy use of computer graphics. The rate for computer graphics will have to be quoted separately per second. While evaluating the quote, the total amount will be determined assuming 10% of the time for computer graphics for example, 360 seconds for the Main Documentary 1. This may be kept in mind while quoting commercials. The per second rate for computer graphics will be used for determining costs of computer graphics in other documentaries and AV Presentations which will be determined on the basis of actual length of use of computer graphics. Whereas such duration is likely to be 10%, but the actual length will be determined based on the judicious mix found optimal. As such, the actual duration may vary from 10%. However, the 10% benchmark will be use only for tender evaluation.

****** The rate for computer graphics will have to be quoted per second. For other items, it will be quoted per minute. Rate for computer graphics quoted in this section will also be used for **Audio Visual presentations**

\$\$ Other documentaries as listed under scope of work are basically sub-set of the main documentary which would be focusing on specific aspects like family tree verification method, IT features of NRC project etc. wherein the main documentary will embrace all aspects of updation process. As such whereas the cost of main documentary will involve cost of extensive shooting along with other aspects such as conceptualization, editing, dubbing, graphic illustrations creations etc., the cost of other documentary preparations will not have heavy cost of shooting as most of the visuals will be taken from main documentary.

For Other Documentaries

B. Audio Visual presentations

Sl	Topics	No. of Production	Duration per production in minutes	Rate	Total Amount
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1	Main AV Presentation 1 : "NRC Update Project" (Full)	1	60		
2	Main AV Presentation 1 : "NRC Update Project" (Full) ** - amount for computer graphics (10% of 60 minutes i.e. 6 minutes (360 seconds)	1	360 seconds		
3	Other AV Presentation	3	30		=0.15 * SI 1A + 1B
4	Other AV Presentation	1	15		=0.10 * SI 1A + 1B

The rates will be inclusive of all costs required to deliver services as per scope of work pronounced in the RFP. No hidden cost/rate not included in the commercial proposal will not be entertained later. Taxes are not to be included in the rate.

*** The quantities of production is based on requirement assessed presently and will be used for the purpose of calculation of the total bid cost. The actual quantity may vary as per requirement.

(Authorised Signatory)

Signature:

Name:

Designation:

Address:

Seal:

10. Tender Opening

- Tender Opening shall happen as per the details provided under the chairmanship of State Coordinator or any other officer authorized by this Office, in the presence of those Bidders or their representatives who may be present at the time of opening.
- The representatives of the bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafide for attending the opening of the proposal.

11. Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 90 days from the date of submission of Tender.

12. Tender Scrutiny

- Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive. If Proposals;
 - Are not submitted in as specified in the RFP document
 - Received without the Letter of Authorization (Power of Attorney)
 - Are found with suppression of details
 - Submitted with incomplete information, subjective, conditional offers and partial offers
 - Submitted without the documents requested in the checklist
 - Have non-compliance of any of the clauses stipulated in the RFP

- h. With lesser validity period

13. Consortiums

Consortiums are allowed for this engagement, which means that the bidder may be an individual but need to tie with an advertising agency or production house or a media related company to participate in this tender, or two or more agencies can tie up to participate in this tender. This should be a meaningful partnership and their roles must suit the services sought through this RFP.

14. Notification of Award

Prior to the expiration of the validity period, this Office will notify the successful bidder in writing that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee (PBG), this Office will promptly notify each unsuccessful bidder and return their EMD/ Bid Security.

15. Signing of Contract

After the notification of award, this Office will issue Purchase Order (PO)/ Letter of Intent (LoI). The Bidder shall sign and return back to this Office duplicate copy of the Purchase Order/LoI as an acceptance of the PO/ LoI within 7 working days from the date of issuance of PO/ LoI along with a Performance Bank Guarantee.

On receipt of the Performance Bank Guarantee this Office shall enter into a contract with the successful bidder. This Office shall have the right to annul the award in case there is a delay of more than 30 days in signing of the contract, from the date of acceptance of PO/LoI, for reasons attributable to the successful bidder and follow Government guidelines for the award of the contract to the next best value bidder as per evaluation criteria.

16. Performance Bank Guarantee (PBG)

The successful Bidder shall at his own expense deposit with this Office, within seven (7) working days from the date of issuance of PO/ LoI, an unconditional and irrevocable Performance Bank Guarantee (PBG) from any Nationalised bank to this Office, in the format prescribed in Annexure, payable on demand, for the due performance and fulfilment of the contract by the bidder.

This Performance Bank Guarantee will be for an amount equivalent to 10% of the total contract value. PBG shall be invoked by this Office in the event the Bidder:

- i. Fails to perform the responsibilities and obligations as set out in the RFP to the complete satisfaction of this Office
- ii. Misrepresentations of facts/information submitted to this Office

The performance bank guarantee shall be valid for 180 days post satisfactory completion of the overall engagement/work as stipulated in MSA. In the event of any amendments to Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Guarantee as required.

The performance bank guarantee may be discharged/returned by this Office upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

In the event of the Bidder being unable to service the contract for whatever reason, this Office would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of this Office under the contract in the

matter, the proceeds of the PBG shall be payable to this Office as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract. This Office shall notify the bidder in writing of the exercise of its right to receive such compensation within 40 days, indicating the contractual obligation(s) for which the bidder is in default.

This Office shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to the bidder, an equivalent value of any payment made to the bidder due to inadvertence, error, collusion, misconstruction or misstatement.

In case the project is delayed beyond the project schedule as mentioned in this RFP, the performance bank guarantee shall be accordingly extended by the Bidder.

17. Failure to agree with the Terms & Conditions of the RFP

Without prejudice to above, failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event this Office may award the contract to the next best value bidder or call for new proposals.

In such a case, this Office shall invoke the PBG and forfeit the EMD of successful bidder. In terms of failure to submit the PBG within the specified time or renewal, 1% penalty shall be applicable on per week basis.

18. Payment Schedule

The selected agency will be required to submit the invoice along with evidence of the work completed, post completion of the assignments successfully as per the agreed strategy plan or otherwise as the case may be. The rates would be used as per commercials quoted by the selected agency to arrive at the costing of the assignment under the agreed strategy plan and payments. Post completion of each assignment under this engagement, this Office will assess the delivery for the approval to selected agency. Any payment which is required to be paid in connection with production or release to outsourced agency, the same shall be paid by this Office to the selected agency only. Wherever applicable, taxes shall be deducted at source.

19. No Deviation Certificate

This is to certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no.

_____ dated _____. This is to certify that our offer contains no deviation either Technical (including but not limited to Scope of Work or requirements by this Office) or Commercial in either direct or indirect form.

(Authorised
Signatory) Signature:

Name:
Designation:
Address:

Seal:

Date:

20. Format for Bank Guarantee

Bank Guarantee no. _____ dated _____ (hereinafter referred to as the 'Bank')

Performance Security under Contract Agreement dated _____ (hereinafter referred to as the 'Agreement') executed between **Principal Secretary, Home & Political Department cum State Coordinator, NRC, Assam** (hereinafter referred to as the 'Office') and _____)

(hereinafter referred to as 'Agency') for performance of services related to Service in connection with National Register of Citizens update (hereinafter referred to as the 'Services').

At the request of the Agency, we _____,

(name and address of NRC) do hereby unconditionally and irrevocable affirm and undertake that we are the Guarantor and are responsible to the Office on behalf of the Bidder up to a total sum of Rs. _____ (Rupees _____ only), such sum being payable by us to the Office immediately upon receipt of first written demand from the Office.

We hereby waive the necessity of the Office to demand the said amount from the Agency first prior to serving a Demand Notice upon us for the encashment of this Bank Guarantee amount.

We further agree and affirm that no change or addition to or other modification to the terms of the Agreement shall in any way release us from any liability under this unconditional and irrevocable Guarantee and we hereby waive notice of any such change addition or modification. We further agree with the Office that the Office shall be the sole and the exclusive judge to determine that whether or not any sum or sums are due and payable by the Agency which is recoverable by the Office by invocation of this Guarantee.

This Guarantee will not be discharged due to the change in constitution by this Office or of the Agency. We undertake not to withdraw or revoke this Guarantee during its currency/validity period, except with the previous written consent of the Office.

We unconditionally and irrevocably undertake to pay to the Office any amount so demanded not exceeding Rs. _____ (Rupees _____ only) notwithstanding any disputes raised by the Agency or anyone else in any suit or proceedings before any arbitrator, court, tribunal or other authority. The payment so made by us under this Guarantee to the Office shall be valid discharge of our liability for payment under this Guarantee and the Agency shall have no claim against us for making such payment.

This unconditional and irrevocable Bank Guarantee shall be effectively valid from _____ to _____.

We, (bank name) _____ lastly undertake not to revoke this guarantee during its currency/validity period except with the previous consent of NRC Assam in writing.

(Authorized signatory on behalf of Bank with seal)

Name: _____

Code no. of the officer: _____

Bank Name: _____

Designation in bank: _____

Bank Address: _____

Bank phone no. _____

21. Annexure – Covering Letter for submission of Technical Proposal

To,

The State Coordinator
National Register of Citizens, Assam
Bhangagarh, Bharalupar
Guwahati- 781005

Subject: Submission of the Technical Proposal for Selection of service agency for preparation of video documentary, and audio visual presentation for National Register of Citizens, Assam

Dear Sir,

We, the undersigned, offer to provide Service Agency For preparation of Documentary Films, and Audio Visual Presentation with reference to your Request for Proposal dated <insert date>. We are hereby submitting our Technical Proposal as part of this envelope.

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

We agree to abide by the terms and conditions of all the volumes of this RFP document. We would hold the terms of our proposal valid for the number of days as stipulated in the RFP document.

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

Yours sincerely,
(Authorised Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

22. Annexure – Covering Letter for Submission of the Commercial Proposal

To,

The State Coordinator
National Register of Citizens, Assam
Bhangagarh, Bharalupar
Guwahati- 781005

Subject: Submission of the Commercial Proposal for Selection of service agency for preparation of video documentary, and audio-visual presentation for National Register of Citizens, Assam

Dear Sir/Madam,

We, the undersigned, offer to provide the **service agency for preparation of video documentary, and audio visual presentation for National Register of Citizens, Assam** in accordance with your Request for Proposal dated <<Date>> and our Proposal. Our attached Commercial Proposal is for the amount of <<Amount in words and figures>>. This amount is inclusive of all the taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our bid are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all applicable taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing direct tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed the unit rates for the purpose of on account of payment.

3. RFP PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in RFP documents.

4. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in this RFP. Our bid prices are mentioned in the submitted Commercial Bid.

6. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the RFP document.

Our Commercial Bid shall be binding upon us subject up to expiration of the validity period of the Proposal, i.e., **[Date]**.

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

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

Thanking you,

(Authorised Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

23. Annexure –Template for Performance Bank Guarantee

PERFORMANCE SECURITY:

Bank Guarantee no. _____ dated _____

_____ (hereinafter referred to as the 'Bank')

Performance Security under Contract Agreement dated _____ (hereinafter referred to as the 'Agreement') executed between **Principal Secretary, Home & Political Department cum State Coordinator, NRC, Assam** (hereinafter referred to as the 'Office') and _____ (hereinafter referred to as 'Agency') for Service Agency For preparation of Documentary Films, and Audio Visual Presentation in connection with National Register of Citizens update (hereinafter referred to as the 'Services').

At the request of the Agency, we _____,

(name and address of NRC) do hereby unconditionally and irrevocable affirm and undertake that we are the Guarantor and are responsible to the Office on behalf of the Bidder up to a total sum of Rs. _____ (Rupees _____ only), such sum being payable by us to the Office immediately upon receipt of first written demand from the Office.

We hereby waive the necessity of the Office to demand the said amount from the Agency first prior to serving a Demand Notice upon us for the encashment of this Bank Guarantee amount.

We further agree and affirm that no change or addition to or other modification to the terms of the Agreement shall in any way release us from any liability under this unconditional and irrevocable Guarantee and we hereby waive notice of any such change addition or modification. We further agree with the Office that the Office shall be the sole and the exclusive judge to determine that whether or not any sum or sums are due and payable by the Agency which is recoverable by the Office by invocation of this Guarantee.

This Guarantee will not be discharged due to the change in constitution by this Office or of the Agency. We undertake not to withdraw or revoke this Guarantee during its currency/validity period, except with the previous written consent of the Office.

We unconditionally and irrevocably undertake to pay to the Office any amount so demanded not exceeding Rs. _____ (Rupees _____ only) notwithstanding any disputes raised by the Agency or anyone else in any suit or proceedings before any arbitrator, court, tribunal or other authority. The payment so made by us under this Guarantee to the Office shall be valid discharge of our liability for payment under this Guarantee and the Agency shall have no claim against us for making such payment.

This unconditional and irrevocable Bank Guarantee shall be effectively valid from _____ to _____.

We, (bank name) _____lastly undertake not to revoke this guarantee during its currency except with the previous consent of NRC Assam in writing.

(Authorized signatory on behalf of Bank with seal)

Name: _____

Code no. of the officer: _____

Bank Name: _____

Designation in Bank: _____

Bank Address: _____

Bank phone no. _____

24. Annexure: Declaration of Clean Track Record

From:

To:

The State Coordinator
National Register of Citizens, Assam
Bhangagarh, Bharalupar
Guwahati- 781005

Dear Sir,

1. I/We have read and understood the contents of the Tender and agree to abide by the terms and conditions of this RFP.
2. I/We also confirm that in the event of my/our tender being accepted, I/we hereby undertake to furnish Performance Security, as applicable, in the form of Demand Draft.
3. I/We further undertake that the Agency has not been banned/suspended/blacklisted.

Yours faithfully,

(Signature of the Bidder)

Name _____

Designation _____

Date _____

Seal _____