

## Bid Corrigendum

GEM/2024/B/5391658-C6

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

### Buyer Added Bid Specific Additional Terms and Conditions

1. **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. 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.
3. **Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.
4. Buyer uploaded ATC document [Click here to view the file.](#)

### Disclaimer

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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

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. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)

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.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

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 document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)

भारत सरकार  
Government of India  
सूचना एवं प्रसारण मंत्रालय  
Ministry of Information & Broadcasting  
न्यू मीडिया विंग  
New Media Wing

\*\*\*\*

**CORRIGENDUM**

**Dated: 24.10.2024**

This is in reference to the REoI on 'Design, Development, Implementation and Maintenance of Integrated Dashboard' (copy enclosed) floated on GeM portal vide Custom Bid Number: GEM/2024/B/5391658 dated 12-09-2024.

The Corrigendum to the aforementioned REoI is as follows:

S. No	Existing Clause(s)	Amended Clause(s)
1.	<b>4.2.1.</b> The agency should have a minimum of 5 years of experience in the design, development, and maintenance of AI/ML-based Dashboards and Mobile Apps for the <b>Union Government (Ministry/Department/PSUs/Autonomous bodies) of a value more than ₹2 crore in a single Work Order.</b> Copy of the Work Orders and Satisfactory Work Completion Certificate for this period will be required to be submitted to qualify.	<b>4.2.1.</b> The agency should have a minimum of 5 years of similar experience for the <b>Union Government Ministry/Department/PSUs/Autonomous bodies or State Government or Private Sector of a value more than ₹50 lakh in a single Work Order.</b> Copy of the Work Orders and Satisfactory Work Completion Certificate for this period will be required to be submitted to qualify.
2.	<b>4.2.2.</b> The agency should have achieved a <b>minimum average annual turnover of ₹40 crore</b> during the last three financial years respectively.	<b>4.2.2.</b> The agency should have achieved a <b>minimum average annual turnover of ₹32 crore</b> during the last three financial years respectively.
3.	<b>4.2.5.</b> The agency should have valid <b>ISO and CMMi Level-5 certifications.</b>	<b>4.2.5.</b> The agency should have valid <b>ISO and CMMi Level-3 certifications.</b>
4.	Not Included	<b>8.1.13. Final vetting/ curation of dashboard analysis should be done by a team of seasoned journalists.</b>

This issues with the approval of the competent authority.

# **Request for Expression of Interest (REoI)**

*for*

## **Design, Development, Implementation and Maintenance of Integrated Dashboard**

**New Media Wing  
Ministry of Information and Broadcasting  
Government of India**

**TABLE OF CONTENTS**

<b>1</b>	<b>ABOUT THE MINISTRY</b>	<b>3</b>
<b>2</b>	<b>INTRODUCTION TO THE PROJECT</b>	<b>3</b>
<b>3</b>	<b>INVITATION FOR EXPRESSION OF INTEREST (EoI)</b>	<b>4</b>
<b>4</b>	<b>EVALUATION OF EoIs</b>	<b>4</b>
4.1	Objective of REoI	4
4.2	Minimum Eligibility and Pre-qualification Criteria	4
<b>5</b>	<b>INFORMATION AND INSTRUCTIONS TO THE APPLICANTS</b>	<b>5</b>
5.1	Important information	5
5.2	Instructions to applicants for Submission of EoIs	6
5.3	Guarantee/ Warranty	6
5.4	Performance Review	6
<b>6</b>	<b>TERMS AND CONDITIONS</b>	<b>6</b>
6.1	General Conditions	6
6.1.1	Participation in REoI	6
6.1.2	Clarifications on REoI	7
6.1.3	Amendments/Corrigendum to REoI	7
6.1.4	Disqualification	7
6.1.5	Confidentiality	8
<b>7</b>	<b>INTEGRATED DASHBOARD</b>	<b>8</b>
7.1.	About the Dashboard	8
7.2.	Background	8
7.3.	Key Features	8
<b>8</b>	<b>DASHBOARD DETAILS</b>	<b>11</b>
8.1.	Scope of Work	11
8.2.	Dashboard Design	11
8.3.	Dashboard Maintenance	12
8.4.	Website Hosting	12
8.5.	Mobile App	12
<b>9</b>	<b>APPENDICES</b>	<b>14</b>

9.1. Checklist of documents to be submitted	14
9.2 Covering Letter (APPENDIX-1)	15
9.3 Self-Declaration for not being blacklisted by any State/Central Govt. Dept/PSU (APPENDIX-2)	16
9.4 Details of turnover (APPENDIX-3)	17
9.5 Affidavit-Cum-Declaration (APPENDIX-4)	18
9.6 Organisation Profile (APPENDIX-5)	19
9.7 Details of experience - In response to ‘Minimum Eligibility and Pre-qualification Criteria’ Experience Certificate-1 (APPENDIX-6)	20
9.8 Details of experience - In response to ‘Minimum Eligibility and Pre-qualification Criteria’ Experience Certificate-2 (APPENDIX-7)	21

## **1. ABOUT THE MINISTRY**

The Ministry of Information and Broadcasting, Government of India (GoI), is one of the vital Ministries that represents the face of the Government in reaching out to the masses. The Ministry is entrusted with the task of disseminating information about government policies, schemes and programmes through the different mediums of mass communication covering radio, television, press, social media, etc. The Ministry of Information and Broadcasting actively engages with citizens on social media to facilitate information and counter misinformation and fake news. The Ministry's strategic communication approach fosters transparency, dialogue, and informed citizenship, crucial for a vibrant democracy.

## **2. INTRODUCTION TO THE PROJECT**

**2.1.** With the objective of staying up-to-date with all the technological advancements and putting to use modern technologies like Artificial Intelligence/Machine Learning (AI/ML), the Ministry of Information and Broadcasting, Government of India (GoI), seeks to deploy an Integrated Dashboard, an AI/ML-powered solution that will analyse recent news stories to forecast emerging trends.

**2.2.** In today's rapidly evolving media landscape, staying ahead of emerging news trends is essential for effective communication and public engagement. By leveraging AI and ML technologies, the Ministry aims to deploy a cutting-edge tool that can accurately predict future media trends based on patterns identified in historical data.

**2.3.** Integrated Dashboard will enhance the Ministry's ability to anticipate and respond to emerging media trends, thereby improving strategic decision-making and communication strategies. Its proactive nature allows for swift interventions, enhancing credibility and public trust.

**2.4.** Technical selection of vendors for the project shall be done through this EoI. Final selection shall be done based on response to the RFP (to be floated subsequently) which shall also include the Financial Bid. It is important to note that only the vendors selected through this EoI shall be eligible to participate in the subsequent RFP process.

**2.5.** The selected agency will have to design, develop, implement and launch the Phase-1 of the Dashboard for New Media Wing (NMW) within 45 days from the date of start of the contract and develop a Mobile App in the subsequent phase with Key Features detailed at para 7.3.

### **3. INVITATION FOR EXPRESSION OF INTEREST (EoI)**

**3.1.** This Request for Expression of Interest (REoI) is for inviting inputs/comments/observations of interested agencies on the scope and deliverables related to the design, development, deployment and maintenance of an Integrated Dashboard, an AI/ML-powered solution for the New Media Wing with Key Features features as specified at para 7.3.

**3.2.** The agency to be selected after technical and financial evaluation during the subsequent RFP and bidding process will operate and maintain the Dashboard and Mobile App for a period of 4 years from the date of the start of the contract (further extendable for a period of 1 year).

**3.3.** Interested applicants are advised to study this REoI document carefully. Submission of EoI shall be deemed to have been done after careful study and examination of the REoI document with full understanding of its implications.

**3.4.** Interested applicants may download the REoI document from GeM-CPPP free of cost.

**3.5.** The EoI document is not transferable.

### **4. EVALUATION OF EoIs**

#### **4.1. Objective of REoI**

The overall objective of this REoI process is to shortlist agencies with proven capabilities - to design, develop, launch, operate and maintain the Dashboard for NMW within 45 days from the date of start of the contract and develop a Mobile App in the subsequent phase.

#### **4.2. Minimum Eligibility and Pre-qualification Criteria**

**4.2.1.** The agency should have a minimum of 5 years of experience in the design, development, and maintenance of AI/ML-based Dashboards and Mobile Apps for the Union Government (Ministry/Department/PSUs/Autonomous bodies) of a value more than ₹2 crore in a single Work Order. Copy of the Work Orders and Satisfactory Work Completion Certificate for this period will be required to be submitted to qualify.

**4.2.2.** The agency should have achieved a minimum average annual turnover of ₹40 crore during the last three financial years respectively. A CA-certified certificate stating the same must be submitted. Relaxation may be given to Start-up agencies registered with DPIIT, Government of India and MSMEs as per Government policy. Proof of registration with a DPIIT or MSME certificate must be submitted to avail MSME/Startup exemption.



4.2.3. The applicant should not have been blacklisted by any Government Ministry/Department. Self-declaration in this regard will need to be submitted.

4.2.4. The applicant is also required to furnish the following:

- Certificate of Incorporation of the Company
- Copy of PAN
- Copy of GST Registration

4.2.5. The agency should have valid ISO and CMMi Level-5 certifications.

## 5. Information and instructions to the applicants

### 5.1. Important information

S. No.	Details
1	Name of the Client: New Media Wing, Ministry of Information and Broadcasting, Government of India
2	Name of the assignment: Integrated Dashboard
3	Method of selection: Based on Technical and Financial Evaluation using QCBS Methodology during subsequent RFP/bidding process through GeM-CPPP
4	Period of contract: The contract to be awarded after the subsequent RFP/bidding process shall be valid for an initial period of 4 years which may be extended for a further period of 1 year
5	Tentative date/time of discussion-with/presentation-by the shortlisted agencies: October 09, 2024 at 4 PM Venue: 10th Floor, Soochna Bhawan, New Delhi
6	Others: <ul style="list-style-type: none"> <li>i. Applicants are advised that the shortlisting of agencies for implementation of Integrated Dashboard shall be on the basis of the Minimum Eligibility &amp; Pre-qualification Criteria specified in this REoI. The applicants shall be deemed to have understood and agreed that no explanation or justification for any aspect of the process for shortlisting shall be given and that the decisions of NMW in this regard are without any right of appeal, whatsoever.</li> <li>ii. Material deficiencies in providing the information requested may result in rejection of the EoI. NMW's decision in this regard shall be final and binding.</li> <li>iii. The cost to be incurred by the prospective applicants to prepare the EoI, including any visits to NMW will not be reimbursed.</li> <li>iv. Information relating to evaluation of EoIs and recommendations concerning the shortlisting shall not be disclosed to the applicants or to other persons not officially concerned with the process.</li> <li>v. During evaluation of the EoIs, NMW may, at its discretion, ask the applicants for clarifications on their proposal. The applicants are required to respond within the time frame prescribed by NMW.</li> <li>vi. At any time prior to the deadline for submission of EoI, NMW may, for any reason, modify the REoI. The prospective applicants having received the REoI shall be notified of the amendments through GeM-CPPP and such amendments shall be binding on them.</li> </ul>

	<p>vii. Right to reject any or all proposals: Notwithstanding anything contained in this REoI, NMW reserves the right to accept or reject any proposal, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.</p> <p>viii. Without prejudice to the generality of Clause (vii) above, NMW reserves the right to reject any proposal if: (a) at any time, a material misrepresentation is made or discovered, or (b) the applicant does not provide, within the time specified by NMW, the supplemental information sought by NMW for evaluation of the proposal. Misrepresentation/improper response by the applicant may lead to the disqualification of the applicant.</p>
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**5.2. Instructions to Applicants for Submission of EoIs**

- 5.2.1. EoI and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are duly signed by the authorized person signing the EoI.
- 5.2.2. EoI received by Facsimile/Email shall be treated as defective, invalid and rejected. Only detailed and complete EoI received prior to the closing time and date of the proposals shall be considered as valid.
- 5.2.3. EoI documents submitted by the applicant should be concise and contain only relevant information as required under this REoI.
- 5.2.4. The applicant would be responsible for all of its expenses, costs and risks incurred towards preparation of the EoI document, attending any meetings and visiting the site/office or any other location in connection therewith. NMW shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the EoI process.

**5.3. Guarantee/ Warranty**

- 5.3.1. All the hardware/equipment procured for the project will be under guarantee/warranty for a period of 60 months from the date of issue of installation certificate by NMW.

**5.4. Performance Review**

Monthly and Quarterly performance reviews to be carried out against the deliverables specified in the RFP and as communicated by the user Media Units from time to time.

## **6. TERMS AND CONDITIONS**

### **6.1. General Conditions**

#### **6.1.1. Participation in REoI**

Subject to other provisions in the REoI document, participation in this shortlisting process is open to all applicants who fulfill the 'Minimum Eligibility and Pre-qualification Criteria'. Applicants should meet the 'Minimum Eligibility and Pre-qualification Criteria' as of the date of their EoI submission and should continue to meet these until the subsequent RFP process is completed and the contract is awarded. Applicants shall be required to demonstrate fulfillment of the 'Minimum Eligibility and Pre-qualification Criteria' as mentioned at para 4.2.

#### **6.1.2. Clarifications on REoI**

During EoI evaluation, NMW may, at its discretion, ask applicants for clarifications on their EoI. The applicants are required to respond within the time frame prescribed by NMW.

#### **6.1.3. Amendments/Corrigendum to REoI**

At any time prior to the deadline for submission of EoI, NMW may, for any reason, modify the EoI. The prospective applicants shall be notified of the amendments through GeM-CPPP and such amendments shall be binding on them.

#### **6.1.4. Disqualification**

NMW may at its sole discretion and at any time during the evaluation of EoI, disqualify any applicant, if the applicant has:

- i. Submitted the EoI documents after the response deadline;
- ii. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility and pre-qualification requirements;
- iii. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc in any project in the preceding three years;
- iv. Submitted an EoI that is not accompanied by required documentation or is non-responsive;
- v. Failed to provide clarifications related thereto, when sought
- vi. Submitted more than one EoI;
- vii. Declared ineligible by the Government of India/State/UT for corrupt and fraudulent practices or blacklisted.

### **6.1.5. Confidentiality**

Information relating to the examination, clarifications and comparison of the EoIs shall not be disclosed to any applicants or any other persons not officially concerned with such process until the subsequent RFP/bidding process is over. The undue use by any applicant of confidential information related to the process may result in rejection of its EoI.

## **7. INTEGRATED DASHBOARD**

### **7.1. About the Dashboard**

Integrated Dashboard is a proposed tool that utilises Artificial Intelligence (AI) and Machine Learning (ML) algorithms to provide analytics based reports and insights for implementing corrective measures and devising citizen-oriented communication strategies.

### **7.2. Background**

In today's rapidly evolving media landscape, staying ahead of emerging news trends is essential for effective communication and public engagement. By leveraging AI and ML technologies, the Ministry aims to develop a cutting-edge tool that can accurately predict future media trends based on patterns identified in historical data.

The Ministry of Information and Broadcasting actively engages with citizens on social media to facilitate information and counter misinformation and fake news. The Ministry's strategic communication approach fosters transparency, dialogue, and informed citizenship, crucial for a vibrant democracy.

Integrated Dashboard will enhance the Ministry's ability to anticipate and respond to emerging media trends, thereby improving strategic decision-making and communication strategies. By anticipating emerging trends, the Ministry can effectively engage citizens and counter misinformation. Its proactive nature allows for swift interventions, enhancing credibility and public trust.

The Integrated Dashboard is to be developed using the foundational elements of the SAMVAD Integrated Dashboard of the Ministry of Information and Broadcasting. It will include significant enhancements/modifications to the existing features as well as the development of new/additional features.

### **7.3. Key Features**

The Integrated Dashboard should include the following features:

**7.3.1. AI and ML Algorithms:** Integration of advanced AI and ML algorithms to analyse news stories from the past few months and forecast potential news trends accurately.

**7.3.2. Historical Data Analysis:** Capability to analyse patterns in historical data to identify emerging news trends.

**7.3.3. Language Analysis:** Capability for analysing news articles and identifying key themes and topics.

**7.3.4. Real-Time Awareness:** Ability to observe media channels in real-time to stay updated on current developments and storylines.

**7.3.5. Customisable Alerts:** Option to set customisable alerts for specific keywords, topics, or trends to receive timely notifications about emerging trends.

**7.3.6. Social Media Integration:** Seamless integration with social media platforms, preferably X (Twitter), to observe discussions, engagement, and trends, enabling the Ministry to actively engage with citizens and counter misinformation.

**7.3.7. Data Visualisation:** Visualisation tools to present data and insights in an easy-to-understand format to facilitate informed decision-making and communication strategies.

**7.3.8. Security Measures:** Implementation of robust security measures to ensure the confidentiality and integrity of data and insights generated by the dashboard.

**7.3.9. Reports Generation:** AI-powered customisable dashboards and analytics based reports for visualising trends and insights along with exporting/downloading and sharing functionalities.

**7.3.10. User Roles and Permissions:** Option to define different types of users and specify what actions each type of user should be able to perform.

**7.3.11. Sentiment Analysis:** Contextual sentiment analysis based on the comprehensive context and essence of articles and posts, extending beyond headlines, keywords, or semantics.

**7.3.12. Summary Generation:** AI-driven summary generation utilising either existing LLMs or custom-developed LLMs designed to project requirements.

**7.3.13. Decision Support System:** AI-enabled decision support system, providing options for implementing countermeasures or corrective actions based on media feedback.

As-Is	To-Be	
Existing Features	Modifications	New/ Additional Features
<ul style="list-style-type: none"> <li>● Proprietary AI/ML platform trained on government-specific data</li> <li>● Secure role-based access provided to 100+ officers</li> <li>● Omnichannel integration for Mobile, Web, and WhatsApp-based services</li> </ul>	<ul style="list-style-type: none"> <li>● Provision of availability of regional press clippings by the system (not manually uploading by regional PIB officers)</li> </ul>	<ul style="list-style-type: none"> <li>● Contextual sentiment analysis based on comprehensive understanding of the content from Print, Electronic (TV), Online/Digital, &amp; Social Media</li> </ul>

<ul style="list-style-type: none"> <li>● Multilingual content support</li> <li>● Collation and analysis of information from Print, Electronic (TV), Online/Digital, and Social Media platforms for providing feedback <ul style="list-style-type: none"> <li>● Four times a day dashboard updation with all four media coverage i.e. Print, Electronic (TV), Online/Digital, and Social</li> <li>● Scanning 100+ Print &amp; 4,000+ Online publications based on keywords and 200+ YouTube accounts covering 16 major regional languages</li> <li>● Topic/Sector/Ministry/Trend-wise data segregation and report generation with download and email facilities</li> <li>● Various filters for quick dossier generation based on language, region, sentiment, etc.</li> <li>● Separate feeds for Editorial and Op-Eds in the dashboard</li> <li>● Reports include indexes and are downloadable in various formats</li> <li>● Creation of dossiers of all/selected/custom order Print news items in PDF format and providing HTML links for Electronic (TV), Online/Digital, and Social Media coverage in one go</li> <li>● Emailing dossiers feature available in dashboard</li> <li>● Alerts on critical issues sent via WhatsApp integration</li> <li>● Alert Management System for officers to input action taken based on the alerts</li> <li>● Technical and managerial support services including dossier download, report generation, report editing, and other tech-related assistance</li> <li>● Workflow management system for PIB regions, facilitating the officers to upload clippings (manually)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Provision of readable/downloadable e-papers from major national and regional publishers <ul style="list-style-type: none"> <li>● Integration and automated AI/ML based analysis of Electronic Media Monitoring Centre's (EMMC's) feed of Electronic media (TV channels) to provide contextual sentiment analysis based on comprehensive understanding of the video clips fetched &amp; trimmed by the system from the EMMC feed</li> <li>● Provision of a 24x7 operational automated system of graded alerts on critical high priority issues, to be sent in real-time manner for ensuring quick response mechanism</li> <li>● Text-to-Speech functionality for converting raw text into audible speech for visually impaired users</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● AI-driven summary generation using existing or custom-made LLMs</li> <li>● Decision support system suggesting actions based on the media feedback</li> </ul>
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<ul style="list-style-type: none"> <li>• Text-to-Speech functionality for converting raw text into audible speech for visually impaired users</li> </ul>		
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## **8. DASHBOARD DETAILS**

### **8.1. Scope of Work**

- 8.1.1.** The Dashboard must be Responsive and Bilingual (English and Hindi in the initial phase and more Indian languages to be added later) with a uniform and user-friendly presentation of the contents.
- 8.1.2.** The Dashboard must be designed, developed, deployed and maintained according to W3C Guidelines and the Guidelines for Indian Government Websites (GIGW).
- 8.1.3.** The Dashboard must be developed using well-established technologies preferably an Open Source environment without using any third-party tool or framework, which may incur any financial implications to NMW.
- 8.1.4.** Hosting will be done on the NIC cloud. Since the website is to be hosted on the NIC Cloud (Meghraj) environment, the agency must ensure and use the available technology environment at NIC Cloud for development.
- 8.1.5.** The agency will need to get clearance for a security audit of the website by the Department of Electronics and Information Technology (DEITY) selected agency.
- 8.1.6.** Compliance with web standards and guidelines issued by the Government of India from time to time and certification by the STQC, DEITY for GIGW compliance.
- 8.1.7.** Creation of documents including user and technical manuals.
- 8.1.8.** Providing training to the users of the NMW.
- 8.1.9.** Use of industry standard hardware and interfaces.
- 8.1.10.** All software applications should be of the latest version at the time of award of Work Order.
- 8.1.11.** Transfer of Source code and other credentials for the website.
- 8.1.12.** Hardware and Software to be compatible with IPv4 as well as IPv6 protocol.

### **8.2. Dashboard Design**

- 8.2.1.** Design must be responsive and compatible with all handheld devices and browsers.
- 8.2.2.** Dashboard's UI/UX should be aesthetic and futuristic.

**8.2.3.** At least three design options/templates need to be provided with the technical proposal for the Home as well as inner pages of the Dashboard. Upon selection, the selected agency will need to provide FRESH designs for the Dashboard to choose from.

**8.2.4.** Highly user-friendly information architecture (IA) and clear navigation.

**8.2.5.** Website speed optimization.

**8.2.6.** Customisation of the UI in terms of color, font size, and language etc.

**8.2.7.** Social Media Integration and Accessibility features as per GIGW Guidelines.

### **8.3. Dashboard Maintenance**

The operation and maintenance support for two years (from the start of the contract) would include the following:

**8.3.1.** Creation of new web pages within the existing Dashboard as and when required.

**8.3.2.** Dashboard design changes as and when required.

**8.3.3.** Dashboard technical functionality upgrade as and when required.

**8.3.4.** Monitoring and maintaining Dashboard speed, sign-up process, navigation links etc.

**8.3.5.** To design and upload banners, jQuery, graph artwork, infographics and audio–video files etc. on the Dashboard.

**8.3.6.** Conversion of documents to required format such as HTML/HTML5.

**8.3.7.** Bug fixing and keeping the Dashboard secured from all possible cyber-attacks and hackers at all times.

**8.3.8.** Security audit as and when required.

**8.3.9.** Content upload and Dashboard support on 24x7 basis.

**8.3.10.** Keeping activity log for all web updates.

**8.3.11.** Creation and maintenance of the archive section on the Dashboard.

**8.3.12.** Troubleshooting.

### **8.4. Website Hosting**

The Dashboard would be hosted, preferably, on the NIC Cloud or a MeitY-Empaneled Cloud Service Provider environment.

### **8.5. Mobile App**

**8.5.1.** A Mobile App needs to be designed, developed, implemented and maintained for the New Media Wing for its proposed project with the main objectives:



- 8.5.1.1. To make the Mobile App accessible on platforms like Android & iOS
- 8.5.1.2. Development of consistent visual elements and Mobile App architecture that is scalable, expandable and W3 compliant.
- 8.5.1.3. Enhancing the presentation of the content of this project.

**8.5.2.**The scope of work for the design, development, implementation and maintenance of the Mobile App will include the following:

- 8.5.2.1. Native App for Android, iOS for iPhone, iPad etc.
- 8.5.2.2. Mobile App must be aesthetic and intuitive in design and must be bilingual in the initial phase (English and Hindi in the beginning and more Indian languages to be added later) with a uniform and user-friendly presentation of the contents.
- 8.5.2.3. The App must be designed, developed and maintained according to W3C Guidelines and the Guidelines for Indian Government Websites (GIGW).
- 8.5.2.4. The App must be developed using well-established technologies preferably an Open Source environment without using any third-party tool or framework, which may incur any financial implications to the NMW.
- 8.5.2.5. Clearance of security audit of the App by the Department of Electronics and Information Technology (DEITY) selected agency.
- 8.5.2.6. Compliance with web standards and guidelines issued by the Government of India from time to time and certification by the STQC, DEITY for GIGW compliance.
- 8.5.2.7. Creation of documents including user and technical manuals.
- 8.5.2.8. Providing training to the users of the Ministry of Information and Broadcasting.
- 8.5.2.9. Transfer of Source code and other credentials to NMW/NIC.
- 8.5.2.10. Providing technical support and maintenance services post-implementation.
- 8.5.2.11. Users should have a secure login on the mobile app and be able to access all features of the online platform.
- 8.5.2.12. Push notifications of the app should be user-customisable.
- 8.5.2.13. The app should generate .pdf dossiers of selected or categorised print news items and provide HTML links for electronic, online, and social media coverage for quick and easy viewing.
- 8.5.2.14. The app should allow access through login ID and password, integrated with NIC.
- 8.5.2.15. The app should generate alerts for Media Feedback reports related to specific Ministries/Departments.

## 9. APPENDICES

### 9.1. CHECKLIST OF DOCUMENTS TO BE SUBMITTED:

S. No.	Documents	Submitted (Yes/No)	Reference Document Page No.
1	Cover Letter - As per APPENDIX-1		
2	Self-Declaration - As per APPENDIX-2		
3	Documents related to "Pre-Qualification / Minimum Eligibility Criteria (As per para 5.1)		
4	Documents related to "Technical Evaluation" as per para 5.3		
5	Details of turnover - In response to Criteria 2 "Turnover "of Minimum Eligibility Criteria & Criteria 1 of Technical Evaluation (APPENDIX-3).		
6	Affidavit- Cum Declaration (On a stamp paper of Value 100) - As per APPENDIX-4		
7	Organisation Profile - As per APPENDIX-5		
8	Details of experience - In response to 'Minimum Eligibility and Pre-qualification Criteria' Experience Certificate-1 (APPENDIX-6)		
9	Details of experience - In response to 'Minimum Eligibility and Pre-qualification Criteria' Experience Certificate-1 (APPENDIX-7)		

Signature \_\_\_\_\_

Name of Authorised signatory \_\_\_\_\_

Seal of the agency \_\_\_\_\_

## 9.2. COVERING LETTER (APPENDIX-1)

To,  
The Director General  
New Media Wing  
Soochna Bhawan, Lodhi Road, New Delhi

Sub: Submission of Expression of Interest in response to REoI for "Hiring an agency for Design, Development, Implementation and Maintenance of Integrated Dashboard"

Sir,

Please find enclosed a Copy of our EoI for the project "Hiring an agency for Design, Development, Implementation and Maintenance of Integrated Dashboard", in response to the Request For Expression of Interest Document issued by the New Media Wing (NMW), Bid. No. dated: for "Hiring an agency for Design, Development, Implementation and Maintenance of Integrated Dashboard". Having examined the REoI document, we, the undersigned, offer to provide the services as required and outlined in the REoI for "Engagement of agencies for AI/ML based digital platform as service for translation and voice localisation".

We hereby confirm that: -

Each page of the Technical and Financial Bid has been signed by the Authorised Signatory.

We agree to abide by our offer for a period of 180 days from the last/end date of bid submission.

We have carefully read and understood the terms and conditions of the RFP and the conditions of the contract applicable to the bid and we do hereby undertake to provide services as per terms and conditions mentioned in the RFP.

The information contained in this Bid or any part thereof, including its exhibits, schedules, and other document(s) submitted to NMW, is true, accurate, and complete.

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

We fulfil all the legal requirements and meet all the eligibility criteria laid down in the RFP.

This Proposal is unconditional, and we hereby undertake to abide by the terms & conditions of the RFP.

We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organisation and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours sincerely,  
For and on behalf of:

Signature Seal/Stamp of Agency

Name:

Designation:

(Authorised Representative and Signature)

Place:

Date:

**9.3. SELF-DECLARATION FOR NOT BEING BLACKLISTED BY ANY STATE/CENTRAL GOVT. DEPT/PSU (APPENDIX-2)**

(On Rs. 100 Non-Judicial Stamp Paper- Submit separate declaration) [Date]

To,  
The Director General  
New Media Wing  
Soochna Bhawan, Lodhi Road  
New Delhi

In response to the Bid No.     dated for quoting against the RFP as a representative(s) of M/s

I/ We hereby declare that our Company/ Firm is having an unblemished past record and was not declared blacklisted or ineligible to participate in bidding due to a breach of general or specific instructions, corrupt/ fraudulent or any other unethical business practices.

Yours faithfully,  
Authorised Signatory

Name:

Place:

Date:

**9.4. DETAILS OF TURNOVER (APPENDIX-3)**

<b>S. No.</b>	<b>Financial Year</b>	<b>Turnover (in Rs.)</b>
1.	2021-2022	
2.	2022-2023	
3.	2023-2024	

Note: Documentary evidence in support of turnover must be uploaded (Audited Financial statements for the last three financial years and a Certificate from the Statutory Auditor /Chartered Accountant).

I proprietor/partner/director of M/s. \_\_\_\_\_

\_\_\_\_\_ hereby declare that the information given in this

Form is true and correct to the best of my knowledge and belief.

Signature \_\_\_\_\_

Name of Authorised signatory \_\_\_\_\_

Seal of the agency \_\_\_\_\_

**9.5. AFFIDAVIT-CUM-DECLARATION (APPENDIX-4)**

**(On a Stamp paper of value Rs. 100/-)**

I, \_\_\_\_\_ son/daughter of Shri \_\_\_\_\_ aged about \_\_\_\_\_ years, resident of \_\_\_\_\_, do hereby solemnly declare and affirm as under:

That I am the Director/ proprietor of M/s. \_\_\_\_\_

That I have read and understood the Request for Expression of Interest (REOI) Document in respect of the Project provided to us by New Media Wing (NMW).

I am not a defaulter/ we are not a defaulter of any government agency at the time of the submission of the proposal.

No order of blacklisting passed by the Central Government/ any State Government/ any PSU is in operation against me/ us as of date.

I/We accept all the terms and conditions set out in the <e-portal> Bid No. \_\_\_\_\_ dated \_\_\_\_\_ issued by the New Media Wing. I further state that if any information furnished by me in this affidavit or otherwise is found to be incorrect, NMW shall have the right to forthwith terminate its agreement with us.

(DEPONENT)

Verified at \_\_\_\_\_ on this day of \_\_\_\_\_ that the contents given above in the Affidavit are true and correct to the best of my knowledge.

(DEPONENT)

## 9.6. ORGANISATION PROFILE (APPENDIX-5)

Name of Agency
Type of Agency (Proprietorship, Partnership, Company, Society, Trust, University, Institute)
Address of registered office with phone no. & fax
Main areas of business
Established on
Years of Relevant Experience
Name of Contact Person Mobile Tel. No. Email
GST No.
PAN No.

Signature \_\_\_\_\_

Name of Authorised signatory \_\_\_\_\_

Seal of the agency \_\_\_\_\_

**9.7. DETAILS OF EXPERIENCE - IN RESPONSE TO ‘MINIMUM ELIGIBILITY AND PRE-QUALIFICATION CRITERIA’ (APPENDIX-6)**

**EXPERIENCE CERTIFICATE-1**

Experience in the design, development, and maintenance of AI/ML-based Dashboards and Mobile Apps - ‘Minimum Eligibility and Pre-qualification Criteria’ (As per para 4.2)	
Assignment/ Project Name:	
Name of the Client:	
Approximate Value of the Contract (In Indian Rupees):	
Total number of staff-months of the Assignment:	
Location & Address:	
Start Date (Month/Year): Completion Date (Month/Year):	
Duration of Assignment (months):	
Description of <i>Project</i> :	
Attach: Contract Agreement/ Satisfactory Project Completion/ LOI Certificate and CA/SA certificate along with any of the above documentary evidence as proof of consultancy/project fee received.  (Please specify the attached documents)	
Description of actual services provided by your staff within the assignment	

Signature \_\_\_\_\_  
 Name of Authorised Signatory \_\_\_\_\_  
 Seal of the Agency \_\_\_\_\_



**9.8. DETAILS OF EXPERIENCE - IN RESPONSE TO ‘MINIMUM ELIGIBILITY AND PRE-QUALIFICATION CRITERIA’ (APPENDIX-7)**

**EXPERIENCE CERTIFICATE-2**

Experience in the design, development, and maintenance of AI/ML-based Dashboards and Mobile Apps - ‘Minimum Eligibility and Pre-qualification Criteria’ (As per para 4.2)	
Number of eligible projects where the firm has provided similar services to private/corporate sector clients with a project value of at least ₹2 crore in a single Work Order	
Number of eligible projects where the firm has provided similar services to Central Government or State Government Departments or PSUs/PSU affiliated entities or CPSEs with a project value of at least ₹2 crore (as defined in Criteria 4.2.1)	
Attach: Contract Agreement or Completion of Work Certificate and CA/SA certificate along with any of the above documentary evidence as proof of consultancy/project fee received.  (Please specify the attached documents)	
Description of actual services provided by your staff within the assignment	

Signature \_\_\_\_\_  
 Name of Authorised Signatory \_\_\_\_\_  
 Seal of the Agency \_\_\_\_\_