

Digital India Corporation
National e-Governance Division
Ministry of Electronics & Information Technology
4thFloor, Electronics Niketan,
CGO Complex, Lodhi Road New Delhi – 110003.

Inviting Expression of Interest (EOI)
For
Empanelment of Language Translation
Agencies for providing assistance support
to In-House Software Design and
Development Team

EOI Notice

Digital India Corporation DIC, Ministry of Electronics & information Technology wishes to empanel agencies procurement of translation & transcription services for the Ministry, therefore invites bids from reputed agencies for the same.

1. Fact sheet

S. No.	Key Information	Details
1	Assignment Title	Selection of Agency for Empanelment of Translation Services
2	Purchaser	DIC, MeitY
3	Location	New Delhi
Bid Submission and Evaluation		
4	Bid Submissions	E-Procurement submission at https://www.eprocure.gov.in
5	Technical Bid	E-form for Technical bid through the portal https://www.eprocure.gov.in
6	Financial Bid	E-form for Financial bid through the portal https://www.eprocure.gov.in
Bid Conditions		
7	Method of Selection of Agency for Empanelment	<p>The selection of agencies for empanelment shall be on the basis of Technical score achieved by them in the Technical evaluation.</p> <ul style="list-style-type: none">• Only the Agencies matching the prequalification criteria will be selected for further technical evaluation• Technical evaluation will be done under “Technical Proposal Evaluation Criteria”. Each Proposal will be given a technical score (St). Only proposals with >80 marks will be qualified.
8	Term	The Term of empanelled agency will be for 3 years extended to another 2 years
9	Increment	5% on each year based on good performance.

		Year will be counted from the day of starting the work
10	Bid Availability	EOI can be Downloaded from the e procurement portal https://eprocure.gov.in/eprocure/app
11	Date of publication of EOI document	18/08/2021 at e-procurement site
12	Last date of submission of queries	27/08/2021 by 23:59 Hrs
13	Pre-bid Meeting	01/09/2021 . Participants may share their details over mail to apurv.rastogi@digitalindia.gov.in , with Subject Pre-Bid Meeting for Translation Services . Details of Venue/Video Conference Link shall be provided.
14	Last Date for submission of EOI	08/09/2021 by 23:59 Hrs
15	Opening of Pre-qualification / Eligibility Bids	10/09/2021 at 15:00 Hrs
16	Opening of Technical Bids	To be informed later
17	Opening of Financial Bids	To be informed later
18	Technical Presentation	To be informed later
19	Issue of Work Order	Within One (1) week of opening of Financial bid
20	Address for Communication	DIC Office, 4thFloor, DIC, Electronics Niketan, CGO Complex, Lodhi Road, New Delhi 110003 Phone: 011 – 24301812 e-mail – vinay@gov.in

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2. Scope of Work

The agency shall be requested to provide translation services to website/portal content, social media, app content and public communications in 22 Regional Indian Languages and 6 UN languages. The translation must be correct, validated in defined time.

It should ensure the following:

- A. The agency may use any method (tool/software/manual) for translation of the contents. However the accuracy of the contents should be 100%.
- B. Any issues or mistakes found out at a later stage shall be sent back to the selected agency for correction; the same must be corrected and updated by the selected agency at no extra cost.
- C. The agency shall be responsible of maintaining accuracy of the content including the context while translating to other languages
- D. The content in the info-graphics has to be translated and transliterated and published. Agency shall have to create info-graphics in various languages.
- E. The agency can have “tool-based translation” assistance along with the manual translation effort to increase the throughput.
- F. The agency should ensure that the rich library of words and sentences created during the translation process is to be shared with DIC. The agency should populate the DIC database as and when there is addition/enrichment of word/sentence library
- G. The list of languages shall include the following :

Indian Regional Languages:

Regional languages spoken by approx. 90 % of people in India (top 12 Indian Regional Languages)		
1. Hindi	2. Bengali	3. Marathi
4. Telegu	5. Tamil	6. Gujarati
7. Urdu	8. Kannada	9. Odia
10. Malayalam	11. Punjabi	12. Assamese
Regional languages spoken by approx. 10 % of people in India (Languages having lower spread)		
1. Bodo	2. Kashmiri	3. Konkani
4. Manipuri	5. Nepali	6. Maithili
7. Sanskrit	8. Sindhi	9. Dogri
10. Santhali		
UN Languages		
1. English	2. Chinese	3. Spanish
4. French	5. Russian	6. Arabic

3. Other Conditions

- I. Services could be required 24X7 based on requirements. The original text would be provided through email, hardcopy, or through any electronic medium for translation/transliteration in digital format in Unicode enabled font, in the time stipulated as above.
- II. Point(s) of Contact (POC) - The Agency shall designate key personnel as POC(s) for coordination of file transfer method(s), turnaround times, translation/transcript delivery, feedback and serve as general contract liaison.
- III. Translation work to be assigned could be of varied nature viz, technical/non-technical, report, speech, Website/portal Content, Social media posts, images etc.
- IV. Agency should have the capability of extracting the material to be translated from one file format into another and return it in the file format as per the Ministry's requirement.

- V. Editable & Non Editable versions of translated content may ask from the agency.
- VI. The agency shall be able to take the assignment in any of the following formats (.pdf, .docx, .xls, .json, .html, .jpg) etc.
- VII. For any content/process & translation related confusion or doubt the agency should reach out to DIC to seek clarity.
- VIII. The empanelment can be used for translation work order from DIC or from independent business division My GOV, NCoG & NeGD and other divisions
- IX. All of the empanelled agencies will be required to bid for the assignment during allocation of actual tasks.

4. Quality Check

Necessary proof reading of the material translated for its authenticity will be responsibility of the translating agency.

Agency must ensure:

- I. Delivered target text is complete – no omissions and additions are permitted
- II. The target text is faithful, accurate and consistent rendering of the source text
- III. Terminology and lexis used are consistent with the source text
- IV. Target text has no syntactical, spelling, punctuation, typographical or other grammatical errors
- V. Any specific instructions given by the authorizing department are followed and agreed deadline is scrupulously respected
- VI. Any errors in the deliverables, highlighted must be corrected by the agency free of charge immediately and corrected text must be returned immediately.

- VII. DIC will also provide regular feedback on the quality of translation/transcription, based on which improvements shall be made in the quality of the output by the Agency.
- VIII. Agency will not be paid extra for any revision, rework and for correcting the error for text given once

5. Confidentiality & Secrecy

- I. Secrecy of the matter given should be maintained at all times by the selected agencies.
- II. Selected agencies shall be required to acknowledge that the copyright of the translated text and visuals rests with the DIC. The agency has to unconditionally undertake and agree to indemnify Ministry for any claim in any manner for ownership of the publication/document/or any part thereof
- III. The agency so selected will not be authorized to reproduce/reprint/transmit to a third party in any manner including photocopying, photographing, cyclostyling, microfilming, scanning or any electronics means of copying or any other means whatsoever without the written permission of DIC.

6. Resource Persons

- I. List of permanent/hired Key Personnel of the agency for each of the above mentioned languages along with their qualification and experience shall be submitted to DIC.
- II. Selected agency will be required to adhere to the resource persons listed and submitted to DIC to carry out all of the Ministry's work.

7. Minimum Eligibility Criteria

S. No	Basic Requirements	Specific Requirements	Documents Required
1.	Legal Entity	<p>1. Should be a company registered under the provisions of the Indian Companies Act, 2013 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008.</p> <p>2. Registered with the Income Tax Authorities</p> <p>3. Registered with GST Network</p> <p>Should have been operating for the last three years. (FY 2018-19, 2019-20, 2020-21)</p>	<p>1. Certificate of certificate of incorporation*</p> <p>2. Copy of PAN Card*</p> <p>3. Copy of GST registration certificate*</p> <p>Letter from Company Secretary on Agency's letter head for last three years operation</p>
2	Turnover	The Agency should have a minimum turnover of INR 1 Cr. during the last three Financial Years .	<p>Audited financial statements for the last three financial years.</p> <p>OR</p> <p>Certificate from the statutory auditor</p>
3	Net Worth	The Agency should have positive net worth during the last three Financial Years (FY 2018-19, 2019-20, 2020-21).	<p>Audited financial statements for the last three financial years.</p> <p>OR</p> <p>Certificate from the statutory auditor</p>
4	Blacklisting	The Agency should not be blacklisted by any Central / State Government / PSU as of date of submission of this bid	Self-certified letter by the authorized signatory

5	<p>Technical Capability-Translation Services for Indian Languages</p>	<p>In the last 3 years, (FY 2018-19, 2019-20, 2020-21) the Agency must have completed at least 2 projects translating content in at least top 12 Indian Languages as mentioned in Section 2</p> <p>OR</p> <p>The Agency must have at least 10 resources on its roles who have translated content in at least top 12 Indian Languages as mentioned in Section 2, in the last 3 years (FY 2018-19, 2019-20, 2020-21).</p>	<p>Completion certificates from the client</p> <p>OR</p> <p>Work order + Self certificate of completion (Certified by the authorized signatory)</p>
6	<p>Technical Capability-Translation Services for UN Languages</p>	<p>In the last 3 years, (FY 2018-19, 2019-20, 2020-21) the Agency must have completed at least 2 projects translating content in any UN Languages as mentioned in Section 2</p> <p>OR</p> <p>The Agency must have at least 5 resources on its rolls who have translated content in UN Languages as given in Section 2 in the last 3 years, (FY 2018-19, 2019-20, 2020-21).</p>	<p>Completion certificates from the client</p> <p>OR</p> <p>Work order + Self certificate of completion (Certified by the authorized signatory)</p>

8. Technical Eligibility Criteria

1. Only the agencies who fulfill the Minimum Eligibility Criteria shall be eligible for technical evaluation. Such agencies shall be required to undergo a technical evaluation

a) Prior Work Experience of Agency in Translation in mentioned Languages

Sr No	Particulars	Regional Languages (top 12) (R1)	Regional Languages (Last 10) (R2)	UN Languages(R3)	Max 20 Marks
1.	Experience in no. of Years	1 Years (3 marks)	1 Years (3 marks)	1 Years (4 marks)	10
		2 Years (5 marks)	2 Years (5 marks)	2 Years (5 marks)	15
		=>3 years (6 marks)	=>3 years (6 marks)	=>3 years (8 marks)	20

b) No of Projects successfully completed by the agency for Language Translation in last 5 years

Sr No	Particulars	Regional Languages (top 12)	Regional Languages (Last 10)	UN Languages	Max 20 Marks
1.	No of Projects translation successfully completed by the agency	1 (3 Marks)	1 (3 Marks)	1 (4 Marks)	10
		5 (5 Marks)	5 (5 Marks)	5 (5 Marks)	15
		10 (6 Marks)	10 (6 Marks)	10 (8 Marks)	20

c) Human Resources of the Agency

Sr. No	Particulars	Minimum No of Human Resources as Translation experts	Total Marks Max20
1	Translators and transcriptions employed by Agency, qualifications of the resource persons .(List of Resources to be provided)	15	10
		20	15
		30	20

d) Presentation & Resource allocation

Sr. No	Particulars	Total40 Marks.
1	Methodology used for translation, Resources allocation & Presentation	

The minimum qualifying score for the empanelment shall be 80

9. Translation Rate Discovery

1. All bidders to provide 100 words translation cost to each languages category mentioned in the table below. The lowest financial rate per each language category for translation up to 100 words will be taken as standard rate for the empanelment.
2. Also, lowest man month rate quoted by the agencies for translation in below mentioned language categories will be considered as the standard rates for the empanelment.

SL	Category	Languages	Cost in (INR) for Translation of 100	Cost in (INR) Man Month Basis
1	Category – 1 (Regional Language)	Hindi , Bengali, Marathi, Telgu , Tamil ,Gujrati , Urdu ,Kannada, Odia, Malayalam , Punjabi , Assamese		
2	Category – 2 (Regional Language)	Bodo, Kashmiri , Konkani , Manipuri , Nepali , Maithili , Sanskrit , Sindhi , Dogri , Santhali		
3	Category - 3 (UN Language)	English, Arabic ,French, Chinese ,Russian, Spanish		

10. Allocation of Work

a. Work Allocation Method -1 (Less than 3000 words Translation multiple languages based upon short term one time assignment based upon the empanelment rate)

For short term time bound assignment like Web /Mobile application translated to multiple languages ,will be allocated based upon the quickest time delivery .The work order may be split among the empanelment agencies ,if the work order cannot deliver by a single empanel agency within the shortest time period .

- I. Project Directors from DIC/MyGoV/NeGD may invite time line from empanelled agencies for the short term time assignments .
- II. All the agencies have to participate to provide the shortest timeline for the translation work.
- III. Project Directors may select the translation agency for award of work based on quickest time delivery.

- IV. Payment Terms will be based on the price of standard rate empanelment for 100 words translation.
- V. Project Directors shall provide the acceptance of the services delivered by translation agency
- VI. For unsuccessful delivery the agency will be barred to participate in the next 2 RFP/RFQ floated by DIC

b. Work Assignment Method -2 (More than 3000 words Translation multiple languages for Large scale Long term continuous assignments will be based on RFP/RFQ)

For the large scale long term project assignment will be floated as RFP/RFQ for which the empanelled agencies have to bid. It is mandatory for all the empanelled agencies to bid for the assignment. The work order may be split among the empanelment agencies, if the work order cannot be delivered by a single empanelled agency.

- a. Project Directors from DIC/MyGoV/NEGD may invite commercial quotes from empanelled agencies for the defined scope and quantity of work.
- b. Project Directors may invite quotes from all or few empanelled agencies. Selection of translation agency may be based on expertise of translation agency in particular domain of translation, language pairs or any other criteria as deemed fit by the Project Owner
- c. Project Directors may select the translation agency for award of work based on L1 commercial criteria.
- d. Payment and other terms and conditions shall be informed independently by the Project Directors at the time of invitation of quotes
- e. Project Directors shall provide the acceptance of the services delivered by translation agency
- f. For unsuccessful delivery the agency will be barred to participate in the next 2 RFP/RFQ floated by DIC

c. Work Assignment Method -3. Time and materials basis

An offer will be given to the empanelled agency to provide a language expert on monthly basis (refer Table 2 of Annexure 6). DIC will conduct an interview for selecting the proposed resources as per its requirements.

i. Empanelled agency must provide a competent resource within 21 days from the date of posting the requirements. Only written mode of communication (Letter/email) shall be deemed valid.

ii. Empanelled agency must provide a replacement of resource within 1 week of the request made by DIC if in case the deputed resource does not perform satisfactorily or some behavior issues.

iii. In case of not able to provide the replacement of resource within the specified time as per point 10.(c)(i) and 10.(c)(ii) the service provider will be charged Rs. 2500 per day till provides competent manpower (The penalty will be maximum upto 30% of the man month rate quoted in the price bid.)

iv. The regular violation of not providing quality manpower, frequent replacement, not providing manpower within the stipulated time period ,the empanelment may be cancelled and the PBG will be forfeited.

v. The cost of each resource will be incremented each year at the rate of 10% of the rate quoted in Table 2 of Annexure 6.

11. Performance Bank Guarantee

All incidental charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee (PBG) shall be borne by the selected Agency. The PBG may be discharged/ returned by DIC upon being satisfied that there has been due performance of the obligations of the Agency under the work orders. However, no interest shall be payable on the security deposit or the performance bank guarantee. The Agency shall

submit PBG within 15 days from the issue of Work Order. The PBG should remain **valid for a period of 37 months** from the date of issue of Work Order. The Agency shall submit a PBG of an amount of INR10 Lakhs.

The agency shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the project. In case the agency fails to submit performance guarantee within the time stipulated, DIC at its discretion may cancel the order placed on the agency without giving any notice. DIC shall invoke the performance guarantee in case the agency fails to discharge their contractual obligations during the period.

12. Period of Contract

3. The selected Agency will be required to submit a signed copy of the EOI as an acceptance of the terms and conditions laid down by DIC, failing which the offer will be treated as withdrawn and EMD forfeited. After signing of the EOI document, no variation or modification in the terms of the agreement shall be made except by written amendment signed by both parties.
4. The period of contract will be for an initial period of three (3) years, extendable for a further two (2) years (i.e. total 5 years) subject to a yearly review. DIC shall be free to curtail the contract period at any time during the period of agreement, without assigning any reason
5. The yearly increment of 10% will be given to the L1 rate as discovered for the empanelment as well as to the T&M (Time & Material Cost) floated as Man-Month basis.

13. Termination of Contract

The regular violation of not doing quality translation work , not completing the translation work in time bound manner the empanelment may be cancelled and the PBG will be forfeited.

1. DIC may, terminate this Work Order by giving the Agency a 90 (Thirty) days prior OR (Vice Versa) and written notice indicating its intention to terminate the Contract under the following circumstances:
 - a. DIC is of the opinion that there has been such event of default on the part of the Agency which would make it proper and necessary to terminate this Contract and may include failure on the part of the Agency to respect any of its commitments with regard to any part of its obligations under this Contract.
 - b. The Agency has failed to commence the provision of Services or has without any lawful excuse under these conditions suspended the work for 30 consecutive days.
 - c. In the event of the quality of Staffing Personnel and/or services as per the Scope of Work under the Contract with DIC not found acceptable.
 - d. The Agency has neglected or failed to observe and perform all or any of the term's acts, matters or things under this Contract to be observed and performed by it.
 - e. The Agency has acted in any manner to the detrimental interest, reputation, dignity, name or prestige of DIC.
 - f. The Agency has been declared insolvent/bankrupt or found involved in any illegal/anti-national activity.

2. Consequences of Termination

- a. DIC shall have the right to carry out the unexecuted portion of work either by itself or through selecting other agencies.
- b. In the event of termination of this Contract, DIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity which the Agency shall be obliged to comply with.
- c. In the event that the termination of this Contract is due to the expiry of the Term of this Contract, a decision not to grant any (further) extension by DIC, or where the termination is prior to

the expiry of the stipulated term due to the occurrence of any event of default on the part of the Agency, the Agency herein shall be obliged to provide all such assistance to the successor or any other person as may be required by DIC.

- d. Where the termination of the Contract is prior to its stipulated term on account of a default on the part of the Agency or due to the fact that the survival of the Agency as an independent corporate entity is threatened/has ceased, DIC shall pay the Agency for that part of the Services which have been authorized by DIC and satisfactorily performed by the Agency up to the date of termination. Without prejudice any other rights, DIC may retain such amounts from the payment due and payable by DIC to the Agency as may be required to offset any losses caused to DIC as a result of any act/omissions of the Agency.
- e. DIC may take possession of the works and all deliverables of the Agency and use or employ the same for completion of the work or employ any other Agency or other person or persons to complete the works. The Agency shall not in any way object or interrupt or do any act, matter or thing to prevent or hinder such actions, other Agencies or other persons employed for completing and finishing or using such deliverables.

When the Contract is terminated by DIC for all or any of the reasons mentioned above, the Agency shall not have any right to claim compensation on account of such termination

14. Force Majeure

If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons beyond the control of a party such as war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, natural calamities, lockouts, acts of state or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the

appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 60 days, DIC/ may at its option, terminate the contract. Neither Party shall be liable for any failure or delay in the performance of its obligations under the contract or Work Orders hereunder to the extent such failure or delay or both is caused, directly, without fault by such Party, by reason of such event. DIC shall however, be responsible to pay the Agency for the services successfully rendered to the satisfaction of DIC under the work orders/ purchase orders issued pursuant to the contract

ANNEXURE 1 – COVERING LETTER FOR BID

To be submitted on the letterhead of the bidder)

To

**The Chief Operating Officer,
DIC,
4th Floor, CGO Complex,
Lodhi Road, New Delhi-110003**

Subject: **Submission of Bid for** EOI No. <<>>

Dear Sir,

This is to notify that our company is submitting bid in response to EOI No DIC/... for **Empanelment of Agencies for Language Translation Services**. Primary & Secondary contact for our company are as follows:

	Primary Contact	Secondary Contact
Company Name		
Name		
Title		
Address		
Phone		
Mobile		
Fax		
E-mail		

For the purpose of supplying items/delivering services under this EOI we are appointing **<Name of Authorized Partner>** (if applicable) as our Authorized Partner.

We are responsible for communicating to the DIC in case of any change in the Primary or/and Secondary contact information mentioned above. We shall not hold DIC responsible for any non-receipt of bid process communication in case such change of information is not communicated and confirmed with DIC on time.

By submitting the proposal, we acknowledge that we have carefully read all the sections of this EOI document including all forms, schedules and

appendices here to, and are fully informed to all existing conditions and limitations. We also acknowledge that the company is in agreement with terms and conditions of the EOI and the procedure for bidding, evaluation and selection.

We have enclosed the earnest money deposit as per the EOI conditions and we understand that it is liable to be forfeited in accordance with the provisions of EOI documents.

We confirm that information contained in this response or any part thereof, including documents and instruments delivered or to be delivered to DIC are true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part misled DIC in its evaluation process.

We fully understand and agree that on verification, if any of the information provided here is found to be misleading the evaluation process or result in unduly favors to our company in evaluation process, we are liable to be dismissed from the selection process or termination of the contract with DIC.

We understand that you are not bound to accept the lowest or any bid you may receive.

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

Yours sincerely,

On behalf of [bidder's name]
Authorized Signature [In full and initials]:
Name & Title of signatory:
Name of Firm:
Address:
Seal/Stamp of bidder:

ANNEXURE 2 – BID SUBMISSION PROCEDURE

- I. Raising of queries/clarifications on EOI document: The Agencies requiring any clarification on this document should submit their written queries to an E mail ID: apurv.rastogi@digitalindia.gov.in. Any suggestions/feedback may also be sent to the above email id.
- II. Modification in Request for EOI document: At any time prior to the deadline for submission of EOIs, DIC may modify any part of this document. Such change(s) if any may be in the form of an addendum/corrigendum and will be uploaded on DIC website <https://dic.gov.in>. All such change/s will automatically become part of this EOI and will be binding on all Agencies. Interested Agencies are advised to regularly refer to the DIC website referred above for any updates.
- III. Request for extension of date for submission of EOIs will not be entertained. However, to give prospective Agencies reasonable time to take the amendment into account in preparing their EOIs, DIC may, at its discretion, extend the last date for the receipt of EOIs. No EOI may be modified subsequent to the last date for receipt of EOIs. No EOI may be withdrawn in the interval between the last date for receipt of EOIs and the expiry of the EOI validity period specified by the Bidder in the.
- IV. Agencies are advised to study the EOI Document carefully. Submission of the EOI will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the EOI document with a full understanding of its implications. EOIs not complying with all the given clauses in this EOI document are liable to be rejected. Failure to furnish all information required in the EOI Document or submission of an EOI not substantially responsive to the EOI document in all respects will be at the bidder's risk and may result in the rejection of the EOI.
- V. Shortlisted Agencies shall have to submit a Performance Bank Guarantee (PBG) of amount Rs. 10,00,000 only (Rupees Ten Lakhs Only) in the form of DD/Banker's Cheque, FDR or Bank Guarantee issued by any Commercial bank in favour of 'DIGITAL INDIA CORPORATION – DIC' payable at Delhi within 15 days of award of empanelment letter/Letter of

Intent (LOI). PBG should be valid for a period of 37 months from the last date of issue of empanelment letter. PBG in any other form will not be accepted. Bank Guarantee to be provided against this EOI should be issued by a commercial bank.

- VI. The PBG may be forfeited:
 - a. If the agency fails to perform the awarded job.
 - b. If found involved in some illegal activities leading to blacklisting of the firm or any of the directors.
 - c. Any information given is found wrong, leading to the cancellation of his offer/bid.
- VII. EOI has to be submitted as per the format provided in the Annexure of this document, with complete details and respective proof of documents wherever applicable.
- VIII. If the space in the Proforma is insufficient for furnishing full details, the information shall be supplemented on separate sheets of paper stating therein the part of the statement and serial number. Separate sheets may be used for each part. Any inter lineation, erasures, or over writing shall be valid only if the person(s) signing the EOI initial(s) them.
- IX. Submission of EOIs: Detailed EOI has to be submitted in a sealed envelope superscripted "< Name of the Bidder >“Empanelment of Agencies for Language Translation Services” on or before 08/09/2021 by 23:59 hrs. The envelopes should be addressed to _____ Digital India Corporation, and submitted at Digital India Corporation, Electronics Niketan Annex, 6, CGO Complex, Opposite CBI building, New Delhi-110003 before the due date and time specified. No extension on the specified submission schedule will be entertained.
- X. DIC may ask Agencies for clarifications or additional documents/ credentials at its discretion.
- XI. Opening of EOI– DIC will convene the EOI opening session on duly notified date _____, viz. at _____Hrs over VC link. where one representative from the Agencies, who has successfully submitted the EOI, can participate. One representative from

each Bidder can remain present during the EOIs opening process. The EOIs will then be passed on to a duly constituted EOI Evaluation Committee (TEC).

ANNEXURE 3 – FORMAT FOR PERFORMANCE BANK GUARANTEE

To,
The Chief Operating Officer,
DIC,
4thFloor, CGO Complex,
Lodhi Road, New Delhi-110003

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for submission of # << >>for **Empanelment of Agencies for Language Translation Services.**(hereinafter called "the Bid") to DIC (hereinafter called 'the Purchaser').

Know all Men by these presents that we <<>> having our office at <<Address>> (hereinafter called "The Bank") are bound unto the Purchaser in the sum of INR<<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this <<Date>>.

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Purchaser in the EOI; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - a. Withdraws his participation from the bid during the period of validity of bid document; or
 - b. Fails or refuses to participate in the subsequent EOI process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the EOI>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i. Our liability under this Bank Guarantee shall not exceed INR<<Amount in figures>> (Rupees<<Amount in words>> only)

- ii. This Bank Guarantee shall be valid up to<<insert date>>)

- iii. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

ANNEXURE 4 -SUBMISSION OF PRE QUALIFICATION BIDS

Pre-Qualification Bid Covering Letter

<Location, Date>

To,
The Chief Operating Officer,
DIC,
4th Floor, CGO Complex,
Lodhi Road, New Delhi-110003

Subject: Submission of the pre-qualification bid for **Empanelment of Agencies for Language Translation Services**

Dear Sir,

The undersigned, on behalf of [give the name of firm], offer to provide the services for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our pre-qualification proposal.

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

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

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

Yours sincerely,

(Authorized Signatory)
(Name, Designation, Address, Contact Details, Seal, Date)

Pre-Qualification checklist for common criteria

S. No.	Description	Supporting Documents	Compliance (Yes / No)	Reference in Proposal
1	Legal Entity			
2	Turnover			
3	Net worth			
4	Manpower			
5	Blacklisting			
6	Technical Capability- Translation Services for Official Regional Languages			
7	Technical Capability- Translation Services for UN Languages			

ANNEXURE 5 – FORMAT FOR SUBMISSION OF TECHNICAL BIDS

Technical Bid Covering Letter

<Location, Date>

To,
The Chief Operating Officer,
DIC,
4thFloor, CGO Complex,
Lodhi Road, New Delhi-110003

Subject: Submission of the technical bid for **Empanelment of Agencies for Language Translation Services**

Dear Sir,

The undersigned, on behalf of [give the name of firm], offer to provide the services for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our technical proposal.

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

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

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

Yours sincerely,

(Authorized Signatory)

(Name, Designation, Address, Contact Details, Seal, Date)

Sr. No	Particulars	Regional Languages (top 12)	Regional Languages (Last 10)	UN Languages	Agency's Remarks	Marks Scored
1	Prior Work Experience of Agency in Translation in mentioned Languages					
2	No of Projects Undertaken of value in last 5 years					
3	Human Resources of the Agency					
4	Presentation & Resource Allocation	-	-	-		

ANNEXURE 6 – FORMAT FOR SUBMISSION OF RATE EMAPNELMENT

Technical Bid Covering Letter

<Location, Date>

To,
The Chief Operating Officer,
DIC,
4thFloor, CGO Complex,
Lodhi Road, New Delhi-110003

Subject: Submission of the rate empanelment bid for **Empanelment of Agencies for Language Translation Services**

Dear Sir,

The undersigned, on behalf of [give the name of firm], offer to provide the services for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our technical proposal.

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

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

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

Yours sincerely,

(Authorized Signatory)

(Name, Designation, Address, Contact Details, Seal, Date)

SL	Category	Languages	Cost in (INR) for 100 words Translation	Cost in (INR) Man Month Basis
1	Category – 1 (Regional Languages)	Hindi , Bengali, Marathi, Telgu , Tamil ,Gujrati , Udu ,Kannada, Odia, Malayalam , Punjabi , Assamese		
2	Category – 2 (Regional Languages)	Bodo, Kashmiri , Konkani , Manipuri , Nepali , Maithili , Sanskrit , Sindhi , Dogri , Santhali		
3	Category - 3 (UN Languages)	English, Arabic ,French, Chinese , Russian, Spanish		