



Invitation of bids for Selection of Audio-Visual Agency

Department of Communication (DoC), Reserve Bank of India (RBI), 9th Floor, Central Office Building, Shahid Bhagat Singh Marg, Fort, Mumbai – 400001, invites proposals for selection of Audio-Visual Agency for live recording and/or webcasting including audio visual capturing of events.

The bidders intending to participate in the tendering process should submit their bids online as per the Tender Document, which may be downloaded from 'Tenders' section on RBI website (<https://rbi.org.in>) and MSTC website (<https://www.mstcecommerce.com/eprochome/rbi/>).

Important Dates:

Bid Start Date: **February 25, 2025 at 15.00 hrs**
Bid Close Date: **March 17, 2025 at 1530 hrs**
Bid Opening Date and Time: **March 17, 2025 at 1600 hrs**

Note: Any further Addenda/Corrigenda/extension of dates, Clarifications/ Responses to bidders' queries in respect of the above tender shall be posted on Bank's website (www.rbi.org.in) only and no separate notification shall be issued in the press



RESERVE BANK OF INDIA

Request for Proposal (RFP) for Selection of Audio-Visual Agency

**Event No: RBI/DoC-Central Office Departments/Others/30/24-25/ET/980 | RFP for
Audio Visual Agency**

DEPARTMENT OF COMMUNICATION, MUMBAI

Index

Sr. No.	Description	Page No.																				
A	Bid Schedule	3																				
B	Important instructions for e-tender	7-10																				
C	Introduction, Purpose and Invitation	11																				
D	Period of Service	11																				
E	Scope of work	11-12																				
F	Eligibility criteria	13																				
G	Submission of Bids	13																				
H	Bid Evaluation process	17-18																				
I	Terms and Conditions	18-26																				
J	Annexes	27-44																				
	<table><tr><td>Annex - I</td><td>Bid Offer Application</td></tr><tr><td>Annex – II</td><td>Bidder’s Information</td></tr><tr><td>Annex – III</td><td>Eligibility Criteria Response Sheet</td></tr><tr><td>Annex – IV</td><td>Declaration of Acceptance of RFP Terms and Conditions</td></tr><tr><td>Annex – V</td><td>Technical Evaluation</td></tr><tr><td>Annex - VI</td><td>Commercial Bid Form</td></tr><tr><td>Annex - VII</td><td>Earnest Money Deposit</td></tr><tr><td>Annex - VIII</td><td>Client Certificate / Proof of work done</td></tr><tr><td>Annex - IX</td><td>Format of Affidavit</td></tr><tr><td>Annex - X</td><td>Format of Pre-Bid Queries</td></tr></table>	Annex - I	Bid Offer Application	Annex – II	Bidder’s Information	Annex – III	Eligibility Criteria Response Sheet	Annex – IV	Declaration of Acceptance of RFP Terms and Conditions	Annex – V	Technical Evaluation	Annex - VI	Commercial Bid Form	Annex - VII	Earnest Money Deposit	Annex - VIII	Client Certificate / Proof of work done	Annex - IX	Format of Affidavit	Annex - X	Format of Pre-Bid Queries	
Annex - I	Bid Offer Application																					
Annex – II	Bidder’s Information																					
Annex – III	Eligibility Criteria Response Sheet																					
Annex – IV	Declaration of Acceptance of RFP Terms and Conditions																					
Annex – V	Technical Evaluation																					
Annex - VI	Commercial Bid Form																					
Annex - VII	Earnest Money Deposit																					
Annex - VIII	Client Certificate / Proof of work done																					
Annex - IX	Format of Affidavit																					
Annex - X	Format of Pre-Bid Queries																					

A. BID SCHEDULE

S. No.	Details of the Request for Proposal	Last Date
1	Purpose	Selection of Audio-Visual Agency
2	e-Tender No.	RBI/DoC-Central Office Departments/Others/30/24-25/ET/980 RFP for Audio Visual Agency
3	Mode of Tender (ONLINE ONLY)	e-tendering system on MSTC e commerce site (http://www.mstcecommerce.com) (online Part I- Technical Bid and Part II- Financial Bid)
4	Date of issuing of RFP	February 25, 2025 at 1600 hrs (Document can be downloaded from Tenders section https://www.rbi.org.in/Scripts/BS_ViewTenders.aspx)
5	Last Date of Submission of Pre-Bid Queries and email	March 04, 2025 by 1700 hrs smccdoc@rbi.org.in
6	Date & Time of Pre-Bid Meeting	March 06, 2025 at 1100 hrs over Webex. (Meeting Number 2512 173 4328 Password : rbi1234)
7	Website publication of Pre-bid meeting minutes by the Bank	18.00 hrs on March 07, 2025
8	Last date of submitting the Earnest Money Deposit (EMD) Amount of EMD	Date: March 13, 2025 Time: 4 pm ₹1,80,000/- (Rupees One Lakh Eighty Thousand only)
9	Last date and time of submission of Bid (Technical & Financial bids)	March 17, 2025 by 1530 hrs
10	Cost of the Bid	Nil
11	Total Estimated Cost of Work	₹90,00,000/-
12	Place & Address for submission of bid.	Through MSTC portal (www.mstc.gov.in) (Online Mode Only) (Physical bids will not be accepted)
13	Date & Time of opening of Technical Bid	March 17, 2025 at 1600 hrs via Web Ex (Meeting Number 2515 837 0942 Password : rbi1234) Authorized representatives of Agencies may be present during the opening of the bids. However, Bids would be opened at the scheduled time, irrespective of whether the Bidders representatives are present, or not, at the sole discretion of the Bank.
14	Date & Time of opening of Part II (Financial Bid)	Date, Time & Address will be intimated later to the shortlisted/qualified Bidders.

15	Communication address	The Chief General Manager, Reserve Bank of India, Department of Communication, Central Office, 9th Floor, Central Office Building, Shahid Bhagat Singh Marg, Fort, Mumbai – 400001
16	Contact Officials	Smt. Haritha Dharavath, Manager (8355905360/ 022-22605057) Email Id: smccdoc@rbi.org.in Shri Darshan N, Asst. Manager (7760249748/ 022-22605057) Email Id: smccdoc@rbi.org.in

For any queries and clarifications regarding the RFP, please use the above-mentioned address or email id.

- Please note that the information desired in the bid document needs to be provided in full. Incomplete information may lead to rejection of the bid.
- The Reserve Bank reserves the right to change the dates mentioned in this RFP, which will be communicated through its website www.rbi.org.in.

Disclaimer

- The information contained in this RFP document or any information provided subsequently to the bidder(s) whether verbally or in documentary form by or on behalf of the Reserve Bank, is provided under the terms and conditions set out in this RFP document and all the other terms and conditions subject to which such information is provided.
- This RFP is neither an agreement nor an offer. The purpose of this RFP is to provide the bidder(s) with information to assist them in the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct his own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice wherever necessary. The Reserve Bank makes no representation and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.
- The Reserve Bank may, in its absolute discretion, but without being under any obligation to do so, update/ amend and/or supplement the information in this RFP. Such updation/amendments and/or supplement to this RFP will be done

only on the RBI website.

- No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorised signatory of the Reserve Bank and the selected agency. Further, selection of any bidder shall not prejudice the Reserve Bank's right to avail the services from any other agency(ies)/service providers.

Important instructions regarding E-tender

Bidders are requested to read the terms & conditions of this tender before submitting their online e tender. Bidders who do not comply with the conditions with documentary proof (wherever required) will not qualify in the e-tender for opening of the price bid.

I. Process of e-Tender:

(A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing and encryption type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. RBI is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Special note:

The Technical & the Commercial bids have to be submitted on-line through MSTC Portal (Common Portal) at www.mstcecommerce.com. a) Vendors are required to register themselves online with www.mstcecommerce.com → e- Procurement → Common Portal → Vendor Login → Register → Filling up details and creating own user id and password → Submit b) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC, before the scheduled time of e-Tender.

MSTC Ltd. Contact Person (For vendors)

HO Central Help Desk: (For vendors)

Phone Number :07969066600

helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails)

WRO Helpdesk:7651915418/02269856817/02269856800

Availability

9:30 AM to 5:00 PM on all working days for all Technical issues e-Tenders, System settings etc.

Contact person (MSTC, WRO)

Tanmoy Sarkar, Deputy Manager Mobile:8349894664

Contact person (RBI, Mumbai):

- i. Mrs. Haritha Dharavath, Manager (8355905360/ 022-22605057)

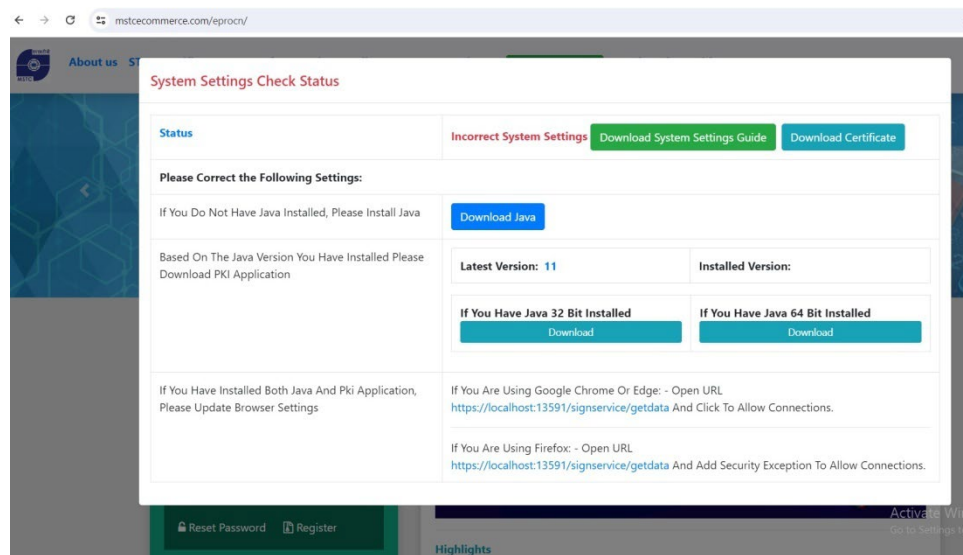
Email Id: smcdoc@rbi.org.in

ii. Shri Darshan N, Asst. Manager (7760249748/ 022-22605057)

Email Id: smcdoc@rbi.org.in

1. System Requirement:

For details, vendor may refer to the **DOWNLOAD SYSTEM SETTING GUIDE** available <https://www.mstcecommerce.com/eprocn/>



2 Special Note towards Transaction fee: The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, Service Provider / Contractor / Vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized.

Transaction fee is non-refundable. A vendor will not have the access to online e-tender without payment of the transaction fee.

NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.

3 Information about tenders / corrigenda shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email

I.D. provided is valid and updated at the time of registration of vendor with the MSTC Ltd. Vendors are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).

4. E-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

5. Bidding in E-tender:

Note: Vendors are instructed to use **Upload Documents** link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.

Once documents are uploaded in the library, vendors can attach documents through **Attach Document** link against the particular e-Tender. Please note that if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.

- a) Bidder(s) need to submit necessary EMD, E-Tender fees (If ANY) and Transaction fee separately for the e-tender. Transaction fees if any are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI.
- b) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.

The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.

Please Note: The vendor after successful remittance of the transaction fees and EMD details, will get the attach documents and common terms tab enabled in their login. Post successful completion of this step, the vendors will be allowed to save the lot specific terms and submit their price bid against the lot through the portal or download and upload the excel file for submitting price bids, as the case may be. In case the attach documents and/or saving common terms step is unsuccessful, the tabs for saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

- c) First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial Bid, bidder should click 'save' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on "save" to record their price bid. Then once both the

Techno-Commercial bid & price bid has been saved, the bidder can click on the “Final Submission” button to register their bid

NOTE: - After clicking the final submission “Delete bid” option would be shown. If the vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

- d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- e) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- f) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- g) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter supplier/contractor.
- h) It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.
- i) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- j) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-Tender.
- k) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

B. INTRODUCTION, PURPOSE AND INVITATION

Reserve Bank of India (RBI), Department of Communication, hereinafter referred to as 'the Bank', having its office at Shahid Bhagat Singh Marg, Fort, Mumbai-400001 invites proposals from interested entities for webcasting, audio-video capturing of RBI's Bi-Monthly monetary policy announcements, conducting podcasts and other events organized by the Bank from time to time.

Interested vendors with impeccable record meeting the eligibility criteria may submit their proposals for selection, complete in all respects through the MSTC portal and also send a hard copy to the Chief General Manager, Reserve Bank of India, Department of Communication, 9th Floor, Central Office Building, Shahid Bhagat Singh Marg, Fort, Mumbai – 400001 before 3:00 pm on March 17, 2025.

Filled-in proposals with all credentials and other documents in support of the eligibility criteria must be submitted before the date and time stated above. Incomplete proposals and proposals received after the last date and time of submission will not be accepted.

C. PERIOD OF SERVICE

The selected agency will work for a period of three years, subject to performance review each year. The terms and conditions of the contract will remain unchanged throughout the contract period.

D. SCOPE OF WORK

The bidder shall provide the following services as and when called upon by the Bank:

- a) Audio-visual and webcasting services to the satisfaction of the Bank at a frequency specified by the Bank.
- b) Live streaming on social media platforms of the Bank including YouTube, X, Instagram, LinkedIn and Facebook Live or any other platform as required by the Bank.
- c) Real time subtitles on YouTube.
- d) RTMP (Real Time Messaging Protocol) server support for live Webcasting.
- e) Monitoring the stream in real time to rectify any glitches immediately.
- f) Ensuring synchronization between audio and video during Live Video Conferencing.
- g) Live streaming on RBI's official website (www.rbi.org.in) and RBI's mobile application while ensuring minimal data consumption.

- h) Five 4K cameras for single feed to specified television (at-least 20 channels).
- i) Camera set-ups to be made during event/s with online switching/editing facility with requisite number of TV outputs.
- j) One day prior testing and set-up (if required) with an adequate number of cameras, Lighting, teleprompter and cabling work along with necessary equipment.
- k) Public address system with required number of microphones and speakers.
- l) Providing an Audio-video link relating to webcasting of RBI's events to the Bank which shall be hosted on the Bidder's server for a specified number of days as decided by the Bank.
- m) The bidder shall also provide a soft copy of webcasting of the RBI's monetary policy statement as well as the Governor's press conference as and when the policy announcements are made by the Bank in the required format specified by the Bank.
- n) Laying of cable from any floor between 3 to 26 to ground floor. Space will be provided in the premises for set up of control room with adequate logistics arrangements like table and chairs, electrical point, wi-fi / LAN connections etc.
- o) The agency shall be able to livestream events remotely, by receiving the feed from the on-site location and coordinating with on-site team. Apart from the above, the agency is supposed to provide other services as required from time to time in connection with release of RBI's event on digital/electronic platform including TV and Radio.
- p) The agency shall provide suitable graphics/posters/Banners and editing for all livestreaming events as per the requirements.
- q) The agency shall record videos of events and share the recordings in the required format. Additionally, it shall be able to provide transcripts of the recordings, live-streamed videos, or videos recorded by them upon request.
- r) The agency should be capable of covering and releasing the event live as per the requirement of the Bank from 31 Regional Offices, three sub-offices and various office locations in Mumbai also.
- s) Setup and production of audio and video podcasts in 1080p/4K, including requisite cameras, microphones, lighting, editing, and post-processing to ensure high-quality output.
- t) Trimming and editing of RBI-provided videos based on cue stamps or instructions, removal of noise and disturbances from audio tracks, and multi-camera editing

based on audio and presentation as and when required by the Bank.

- u) Providing prompt error-free transcription services for videos/ audio of speeches, press conferences, interviews and other events, in English and Hindi, whichever required.

E. ELIGIBILITY CRITERIA (Qualification Criteria)

The bidder should have expertise, competency and appropriate human and other resources and should have five years of experience in covering live events and streaming them on digital

/ Internet platform as also live feed supply to broadcasting TV channels.

The bidder should submit the details in [Annex - I](#), [II](#), [III](#), [IV](#), [V](#), [VI](#), [VII](#), [VIII](#), [IX](#) and [XI](#) duly stamped and signed by the authorised signatory of the entity/company.

The eligibility criteria are given in [Annex - III](#).

F. SUBMISSION OF BIDS

The bid form ([Annex-I](#)) has to be uploaded in the MSTC portal. A hard copy of the Technical Bid documents and EMD document needs to be submitted before March 17, 2025, at the RBI (address available in the RFP). In case of any discrepancy, the documents uploaded on MSTC portal will be treated as the final document.

1. Cost of the Bid Document:

The bid document is available free of cost.

2. Earnest Money Deposit (EMD)

As a part of its bid, the bidder should submit Earnest Money Deposit (EMD) in the form of irrevocable Bank Guarantee (as mentioned above), along with the other required documents, for an amount equivalent to ₹1,80, 000/- (Rupees One Lakh Eighty Thousand only). The Bank Guarantee should be in favour of The Chief General Manager, Department of Communication, Central Office, Reserve Bank of India, Mumbai and should be valid for the period of one year from the last date of submission of bid. Only irrevocable Bank Guarantee issued by a **scheduled commercial bank in India** shall be acceptable to the RBI as per [Annex-VII](#). Bank Guarantee submitted by unsuccessful Bidders shall be returned except otherwise provided in this Bid Document. Bank Guarantee submitted by successful Bidder/s for EMD shall be returned after furnishing of Performance Bank Guarantee as mentioned in this Bid Document.

The bidder/s can opt to submit EMD in the form of online deposit, however, it is preferred to receive the EMD through a Bank Guarantee.

EMD can be deposited on the following NEFT details:

Beneficiary Name: Reserve Bank of India

A/C no: 41869229964

IFSC: RBIS0COD001 (5th, 9th and 10th character is zero)

Bidders should email the UTR number and other details for reconciliation before 4:00 PM on March 13, 2025 to email id (smccdoc@rbi.org.in).

- i. **Bid not accompanied by EMD:** Any bid not accompanied by an EMD as mentioned above, shall be summarily rejected by the RBI, without any further correspondence.
- ii. **Forfeiture of EMD:** The EMD shall be forfeited by invoking the irrevocable Bank Guarantee:
 - a) If a Bidder withdraws the bid during the bid validity period; or successful bidder fails to accept the offer of empanelment within seven days from the date of receipt of the letter. However, RBI reserves its right to consider at its sole discretion the late acceptance of the offer; or
 - b) If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or
 - c) The successful bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of execution of the contract. In such instance, RBI at its discretion may cancel the order placed on the selected Bidder without giving any notice.

3. Procedure for Submission of Bids

3.1 The Bank invites bids from service providers under the two-bid processing system. Bids need to be submitted in two parts - Technical Bid and Commercial Bid. Only if a bidder qualifies technically, the Commercial Bid will be opened.

3.2 In the first stage, only the technical bids submitted by the bidder will be opened

and evaluated based on eligibility criteria. Only those bidders who have submitted all the required forms and documents and comply with the eligibility criteria will be considered for technical evaluation. The Technical Bid shall contain no financial/commercial details. Proposals with Technical Bid containing prices shall be rejected outright. Any decision in this regard by the Bank shall be final, conclusive and binding on the bidder.

3.3 In the second stage, those bidders satisfying the technical requirements as per requirement/specifications and terms & conditions of this bid document, shall be shortlisted for commercial evaluation. Only the commercial bids of technically qualified bidders will be opened.

4. Documents to be submitted along with the bid

The following documents inter-alia have to be submitted by bidders.

- EMD documents and Commercial Bid Form.
- Certificate of Incorporation / Registration, as applicable.
- Copy of PAN and registration certificate regarding GST registration and other taxes/duties applicable.
- Audited Annual report /Balance sheet of last three financial years and CA certificate
- Fulfillment of Eligibility Criteria (As per [Annex III](#)).
- All supporting documents evidencing the fulfillment of eligibility criteria.
- No vigilance/blacklisting/court case declaration.
- Certified true copy of Board Resolution/Power of attorney/Authorization letter authorizing the signatory to sign all documents in respect of the bid including the Indicative Commercial Bid.
- Bank details
- Employees EPFO details
- Masked Commercial Bid Form ([Annex VI](#))

The above details are mandatory, without which the bids are liable to be rejected.

5. Bid Validity

Bids shall remain valid for a period of 180 days after the date of bid opening or as may be decided by the Bank. The Bank holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

6. Prices & Currency

6.1 The prices should be in Indian Rupees. The bid price quoted is to be written in words as well as in figures and in case of discrepancies between the price written in words and price written in figures, the price written in words shall be considered to be correct.

6.2 The price quoted should be exclusive of all taxes and should be valid for at least 3 (three) years.

6.3 The price quoted by the bidder shall be firm & binding and cannot be altered or changed due to escalation whatsoever inclusive of any other charges of whatever nature, current or future.

7. Language of Bids

The bids prepared by the bidder and all correspondence and documents relating to the bids to be furnished by the bidder shall be in English language only. In case of a difference of opinion on the part of the bidder in comprehending or interpreting any clause / provision of the bid document after submission of the bid, the interpretation by the Bank and its decision in that regard shall be final, conclusive, and binding on the bidder.

8. Clarification of Bid Document

Any prospective bidder requiring clarification on the bid document may notify the Bank in writing at the mailing address indicated earlier. The Bank will respond in writing, to any request for clarification of the bid document, received not later than the dates prescribed in bid schedule document. The response of the Bank (including an explanation of the query but without identifying the source of enquiry) will be posted on the official website of the Bank only, after due clarification in the pre-bid meeting, outlined in para 9.

9. Pre-Bid Meeting

For the purpose of clarification of doubts of the prospective bidders on issues related to this bid document, the Bank intends to hold a pre-bid meeting on the date and time as indicated in the “**Bid Schedule Document**” given in this RFP document. The

queries of the bidders should reach by e-mail in excel format on or before the stipulated date and address mentioned in this RFP document. It may be noted that no queries of any prospective bidder shall be received or entertained after the pre-bid meeting. The clarifications given in the pre-bid meeting will be made available on the official website of the Bank. The queries on points / clauses in the bid document are to be mailed / submitted only in the format given in [Annex X](#).

10. Scrutiny and Opening of Bids

Bid offers received within the prescribed closing date and time will be opened in the presence of bidders' representatives who choose to attend the opening of the bid on the specified date and time as mentioned earlier in the bid document.

G. BID Evaluation Process

1. Technical Evaluation

The Bank will scrutinize the offers and will determine whether the technical specifications along with documents have been furnished as per the bid document and whether items are quoted as per the document. The technical evaluation will be done on the basis of the information provided in this format along with supporting documents.

- a) Scoring will be based on the matrix given in [Annex V](#) (70 marks), that is, compliance to technical requirements stipulated in the RFP, duly supported by documentary evidence. Written reply, if any, submitted in response to the clarification sought by the Bank, will be reviewed. Site visit/inspection on agency premises by the Bank personnel may be carried out to verify infrastructure/facilities.
- b) The total marks scored in the scoring matrix (out of 70) will be considered as the technical score of the bidder. Only the bidders who qualify in technical evaluation will be shortlisted for commercial evaluation.
- c) The minimum score for qualifying in the Technical Evaluation will be 70%, i.e. 49 marks out of 70. In case the minimum number of bidders do not qualify, the Bank reserves the right to reduce the minimum required score to 42 (i.e. 60%).

2. Opening and Evaluation of Commercial Bids:

- a) Commercial bids of only the technically qualified short-listed bidders will be

opened and evaluated.

- b) Commercial bid ([Annex VI](#)) shall contain the price of all the charges including all costs, (applicable taxes will be paid at actuals and therefore, should be excluded from the commercial bid).
- c) For commercial evaluation, total price as quoted by the bidder in the commercial bid furnished as per [Annex VI](#) shall be considered.
- d) Bidders shall not make any changes in the commercial bid after it is submitted.
- e) Errors - Where there is a discrepancy between the amounts in figures and in words the amount in words shall be taken into account.
- f) Commercial bids should not have any alteration or overwriting. If any column in the commercial bid is found to be blank and not filled with any amount, then it shall be considered as zero and the same will have to be offered to the Bank free of charge. The calculation arrived by the Bank will be final and will be binding on the bidders.
- g) Bidders quoting unrealistically low price with a view to subverting the bid process shall be rejected straight away by the Bank and EMD of such agency will be forfeited.

3. Successful Bidders:

After scrutiny of commercial bid process, the bidder who has quoted the lowest rate will be declared successful.

H. TERMS AND CONDITIONS

1. Specific Terms and Conditions:

- i) The selection with the Bank will be valid for a period of three years, subject to annual review on the basis of past performance.
- ii) The Bank reserves the right to:
 - a) Accept or reject any or all the proposals.
 - b) Cancel/withdraw the RFP process at any stage without assigning any reasons thereof.
 - c) To reissue the RFP, if cancelled.
 - d) Delete/amend/add any clause(s) in the RFP at any time and the same will be uploaded on the Bank's website, without assigning any reason and shall not be held liable for any losses or damages caused by such

amendment/modification.

e) Seek additional documents, if required.

iii) The decision on whether to cover a particular function in the Bank through a selected bidder would solely lie with the Bank. The Bank may at its discretion get such coverage done through a third party or other agencies as per the requirement and as the demand of the situation or exigency.

iv) The selected bidder shall ensure availability of personnel with sufficient experience for covering the events including Cameramen, Technician, IT personnel, etc.

v) Any change of address of the selected bidder including the registered office should be promptly notified to the Bank.

vi) The Bank's dealing with the selected bidder shall be on a Principal to-Principal basis and the Bank shall have no liability to pay for anything done/not done or any act of omission/commission by the bidder.

vii) The selected bidder shall indemnify the Bank against any action or proceedings brought against the Bank by act of commission/omission or negligence on its part or on the part of its employees/agents in the performance of the said services. The selected bidder shall be liable for any of its or its employees'/agents' actions that are detrimental to the interest of the Bank and the quantum of damages for the same will be decided by the Bank and will be final and binding on the selected bidder.

viii) Any request for clarifications on any clause of the RFP must be sent in writing via email and within the timelines furnished in the Bid Schedule of RFP.

ix) The selection of the bidder by the Bank does not guarantee any minimum business nor does it tantamount to an assurance by the Bank for the purpose of awarding any assignment or such other matter. Further, selection of any bidder shall not prejudice the Bank's right to avail the services from any other Vendor(s)/service providers.

x) The Bank reserves the right to cancel any agreement entered with the selected bidder at any time by giving one month notice.

xi) Each page of the tender/proposal submitted to the bank should be stamped and initialed by the authorized signatory of the bidder company.

xii) The Bank will not make advance payment to the selected bidder for setting up

equipment and preliminary arrangements etc.

xiii) The selected bidder should have adequate human and other resources to handle full- fledged media events involving use of high-end equipment.

xiv) That for all intents and purposes, the bidder shall be the “Employer” within the meaning of all labour legislations in respect of manpower employed and deployed by him in connection with the work specified in para III above. The bidder shall comply with the statutory requirements including the life insurance of the labour/ employee in case of any eventuality in respect of labour laws wherever applicable while engaging the personnel for carrying out the aforesaid work. The persons deployed by the selected bidder shall not have any claims of master and servant relationship against the bank.

xv) The Bank shall deduct income tax at source while making payment as per the provisions of the Income Tax Act, 1961.

xvi) The RFP document is neither an offer letter nor a legal contract but only an invitation for the proposal. No contractual obligation on behalf of the Bank whatsoever shall arise from this RFP process unless and until a formal contract is signed and executed by duly authorized officers of the bank and the selected bidder.

2. Performance Bank Guarantee

Performance Bank Guarantee (PBG) should be submitted by the selected bidder as a guarantee for the performance of goods and services mentioned in the purchase order/work order that the bidder has agreed to deliver. PBG equal to 5% of total estimated cost of work should be executed by scheduled banks on stamp paper (format will be attached with Work Order).

- PBG should be valid for the entire period of contract from the date of start of services.
- PBG is non-interest bearing.
- The Performance Bank Guarantee will be released after the expiry of validity period.

In case the successful bidder does not submit the PBG, Bank shall withhold an amount equal to the value of the PBG from the payments due to the bidder.

3. Contacting RBI

From the time of bid opening to the time of award of contract, if any bidder wishes to contact the Bank for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person (mentioned in bid schedule). Any attempt to contact the Bank with a view to canvas for a bid or put any pressure on any official of the Bank may entail disqualification of the concerned bidder or its bid. Pre-bid queries may be forwarded to smccdoc@rbi.org.in by email.

4. Non Disclosure agreement

- a) The selected bidder should treat all documents, information, data and communication of and with the Bank as privileged and confidential and would be bound by the terms and conditions of the non-disclosure clause.
- b) The selected bidder shall abide by the non-disclosure clause. The selected bidder shall not, without the Bank's prior written consent, disclose any audio, video recordings or information to any other party or information or data furnished by or on behalf of the Bank to any person other than a person employed by the selected bidder in the performance of the work.
- c) Disclosure to any such person employed by the selected bidder shall be made in utmost confidence and should extend only so far as may be necessary and relevant for the purpose of such performance and shall be subject to the terms and conditions of the non- disclosure clause.

5. Force Majeure

Neither party shall be responsible for any failure to perform due to unforeseen circumstances or due to causes beyond the defaulting party's control even after exertion of best of efforts to prevent such failure, which may include but not be limited to, acts of God, war, riots, embargoes, strikes, lockouts, acts of any government authority, delay in obtaining licenses or rejection of application under the statutes, fire or floods.

6. Guidelines of Sexual Harassment Act 2013:

- a) The selected bidder shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of Women at Workplace (Prevention,

prohibition and redressal) Act, 2013” and for educating its employees about the same. In case of any complaint of sexual harassment within the premises of the Bank is received against the employee of the selected bidder or the Bank the same will be referred to the Internal Complaints Committee of the Bank constituted under the said Act.

- b) The selected bidder shall be responsible to pay any monetary compensation to the victim in case the incident involves the employees of the selected bidder, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the selected bidder is proved.
- c) The selected bidder shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

7. Intellectual Property Rights:

- a) The selected agency will ensure that there is no violation of Intellectual Property Rights (IPR) or any other law in force while rendering the services. The selected agency shall, at its own cost and expenses, defend and indemnify the Bank against all third-party claims including those of infringement of IPR, including patent, trademark, copyright, trade secret or industrial design rights, arising from the use of products or any part thereof in India or internationally. The selected agency shall expeditiously meet any such claims and shall have full rights to defend itself therefrom.
- b) If the Bank is required to pay compensation to a third party resulting from infringement of the Intellectual Property Rights (IPR), the selected agency shall fully reimburse the Bank thereof, including all expenses and court and legal fees.
- c) The selected agency shall also indemnify the Bank in respect of any third party claim in respect of any Intellectual Property Rights (IPR) violations alleged or raised on account of the services rendered by the vendor to the Bank.
- d) The selected agency shall also be liable to indemnify the Bank, at its own cost and expenses, against all losses/damages, which the Bank may suffer on account of violation by the vendor of any or all national / international trade laws, norms, standards, procedures, etc.

8. Other Conditions:

8.1 Bidders shall bear all costs associated with the preparation, submission of bid. The Bank will, in no case, be held responsible or liable for these costs regardless of the outcome of the tendering process.

8.2 The Bank reserves the right to blacklist a bidder for a suitable period in case he fails to honour his proposal without sufficient ground.

8.3 This RFP does not confer any right to any bidder on the services rendered/ to be rendered unless selected and unless an agreement is executed between it and the Bank.

8.4 Tenders not in prescribed format and not containing the desired information will be rejected without any notice.

8.5 If deemed necessary, the Bank may seek clarifications on any aspect from the bidder(s). However, that would not entitle the bidder to change or cause any change in the substantive part of the documents submitted.

8.6 Applications once submitted cannot be withdrawn by the bidder and the same will be treated as final.

8.7 The Bank reserves the right to select or reject any application without assigning any reason thereof.

8.8 The bidder shall submit their offers strictly in accordance with the terms and conditions of the bid document. Any bid, which stipulates conditions contrary to the terms and conditions given in the bid document is liable for rejection. Any decision of the Bank in this regard shall be final, conclusive and binding on the bidder.

8.9 The Bank will not be obliged to meet and have discussions with any bidder and/ or to entertain any representations during the evaluation process.

8.10 The Bank's decision in respect of evaluation methodology and short-listing of bidders will be final and no claims whatsoever in this respect will be entertained.

8.11 The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept any bid, lowest or otherwise, and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.

8.12 The Bank reserves the right to re-issue / re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. The decision

of the Bank in this regard shall be final, conclusive and binding on the bidder.

8.13 Modification to the Bid Document, if any, will be made available as an addendum on the official website of Bank.

8.14 The Bid Documents may be downloaded from the website <https://rbi.org.in> and be submitted at the MSTC portal as mentioned in the Bid Schedule document.

8.15 Successful bidder would sign along with the contract form and other forms contained in the Bid Document with the Bank at Mumbai only, to protect any shared sensitive information / data.

8.16 The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and strictly confidential.

8.17 The bidder cannot quote for the project in parts.

8.18 The bidder shall also furnish the hard copy of one set of the Bid document, besides submitting the same on MSTC portal. However, in case of divergence of information submitted on MSTC portal and the hardcopy, the version uploaded on MSTC portal will be considered as final.

8.19 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed and duly stamped by the authorized person or persons signing the bid.

8.20 Any bid received by the Bank after the last date & time for receipt of bids prescribed, will be rejected and/or returned unopened to the bidder. Any decision in this regard by the Bank shall be final, conclusive and binding on the bidder.

8.21 In case the date fixed for opening of proposals is subsequently declared as holiday, the revised date will be notified on Bank's website under Tender Section. However, in absence of such notification, the proposals will be opened on next working day with the time and venue remaining unaltered. If deemed necessary, the Bank may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substantive part of the documents submitted.

8.22 Proposals once submitted cannot be withdrawn or altered by the bidder and the same will be treated as final.

8.23 The Bank reserves the right to select or reject any proposal without assigning any reason thereof.

8.24 Bills/licenses submitted by the bidder may be checked by the Bank at any point of time.

9. Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, Bank may request the bidders' consent to an extension of the validity period. The request and response should be made in writing. Extension of validity period by the bidder should be unconditional and irrevocable. The irrevocable Bank Guarantee given towards EMD shall also be suitably extended.

10. Extension of Deadline for submission of Bid

The Bank may, at its discretion, extend this deadline for submission of bids by amending the bidding documents which will be intimated by Bank, in which case all rights and obligations of Bank and bidders will thereafter be subject to the deadline as extended.

11. Modifications and Withdrawal of Bids.

Bids once submitted cannot be withdrawn. No bid shall be modified after last date of submission.

12. Restrictions under Rule 144 of General Finance Rules (GFR) on “Fundamental principles of public buying”

Compliance with the Rule 144(xi) of GFR 2017 inserted vide Office Memorandum(OM) F.No.6/18/2019-PPD dated July 23, 2020 issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India, the Public Procurement Orders issued in furtherance thereto, and their subsequent revisions shall be mandatory.

In this regard, bidder shall submit a copy of Undertaking/Declaration/Certificate on their letter head duly sealed and signed by the authorized signatory in the format given at [Annex XI](#).

If the Undertaking/Declaration/Certificate submitted by the bidder is found to be false, his/her/its tender/work order will be immediately terminated, and legal action in accordance with law including forfeiting of Earnest Money Deposit/Performance Bank Guarantee /Security Deposit may be initiated and the Bank may also debar the

bidder from participating in the tenders invited by the Bank in future.

-----XXXX-----

Bid Offer Application

Date:

To
The Chief General Manager
Reserve Bank of India,
Department of Communication, Central Office,
SBS Marg, Fort,
Mumbai 400 001.

Dear Sir,

**Re: RFP No._____ dated _____ for Request for Proposal for
Selection of Audio-Video Agency**

While submitting this bid, we certify that:

1. I/We undertake that I have carefully studied all the terms and conditions and understood the parameters of the proposed work of the Reserve Bank of India and shall abide by the same.
2. Prices have been quoted in INR. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for the Reserve Bank of India.
5. I/We further undertake that the information/data/particulars given by us in response to the RFP is true and correct in all respect. We also accept that in the event of any information / data / particulars are found to be incorrect, the Reserve Bank of India will have the right to disqualify /blacklist us.
6. I/We confirm that our agency/organisation is not blacklisted in any manner whatsoever by Central / State Government or any regulatory body in the preceding three years.

7. If our offer is accepted, we undertake to start the assignment under the scope immediately after receipt of your order.
8. We also note that the Bank reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable.
9. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied, and that the decision of the Bank will be final and binding on us.
10. We agree to abide by this offer till 180 days from the last date stipulated by the Bank for submission of bid, and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiry of that period. Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us.
11. We undertake to comply with the terms and conditions of this bid document.
12. We understand that the Bank may reject any or all of the offers without assigning any reason whatsoever.

Yours sincerely,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of
Company/Firm:
Address

Bidder's Information

Details of the Agency				
1	Name of the Agency			
2	Address of the Agency Branch address, if any.			
3	Status of the Company (Public Ltd/ Pvt. Ltd / Partnership firm / LLP)			
4	Details of Incorporation	Date:		
		Ref#		
5	Valid GST registration no.			
6	Permanent Account Number (PAN)			
7	Name & Designation of the contact person to whom all references shall be made regarding this tender			
8	Direct Telephone No. (with STD Code) & mobile of the contact person number			
9	E-Mail of the contact person:			
10	Fax No. (with STD Code)			
11	Website of the agency Bank Details (Account No, IFSC code, Branch)			
	Year	2021-22	2022-23	2023-24
12	Gross revenue / Net Worth			
13	Turnover from major business involving work areas as specified in Scope of Work in RFP			
14	Profit after Tax			

We certify that the above particulars are correct and we understand and agree that if any statement is found to be false or not correct, Bank has the right to remove our name from

the panel with immediate effect and Bank's decision in this regard shall be final. We understand and agree that the selection does not obligate the Bank in any manner.

Date_____

Place_____

Signature_____

Name_____

Designation_____

(Please affix rubber stamp of your Entity/Company)

Eligibility Criteria Response Sheet

Sr.No.	Qualifying Requirement (QR)	Documents to be enclosed	Relevant Documents attached (Y/N)
1	A company incorporated in India under the Companies Act, 1956 and subsequent amendments thereto or a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932	A copy of Registration Certificate in the name of bidder.	
2	Bidder should have statutory registration(s) with Tax and other compliance authority	A copy of PAN / TAN / GST Registration No. in the name of bidder	
3	The networth of the bidder should be positive during each of the previous three financial years (April 2021-March 2024) with a minimum net worth of at least ₹2.50 cr (Rupees Two crore fifty lakh only) as on March 31, 2024.	Net worth for each year to be specified, signed and authorised by a CA. This must be supported by audited financial statements.	
4	The bidder should have positive net profit (profit after tax) in the last three years, that is, financial years – 2021-22, 2022-23 and 2023-24 with a minimum net profit (after tax) of ₹40 lakhs (Rupees Forty Lakhs only) as on March 31, 2024.	Profit for each year to be specified, signed and authorised by a CA. This must be supported by Audited Balance Sheets and Profit & Loss Statements for all the three financial years.	
5	(i) The bidder should have handled at least five live events for Govt./ PSU/ scheduled commercial banks sector in the past calendar year (January-December 2024).	(i) Proof of work for each event to be submitted. (ii) Satisfactory client certificate from reputed firms (at least 2) to be submitted (Annex VIII)	
6	Bidders should not have been found guilty/ penalised by any court. They should not have been blacklisted by any Central/State Government/ Public Sector	A certificate duly signed by Chartered Accountant to be submitted giving details as to whether involved in any litigation or	

	Undertaking / Listed Company / PSBs /Regulatory Body in the past three years.	any legal, criminal, civil, taxation and other cases pending against the Agency/Directors/Proprietors etc. If yes, give details, including details of conviction, if any.	
--	---	---	--

Date:_____

Place: _____

Signature:_____ (of Authorised

Signatory) Name:_____

Designation:_____

(Please affix rubber stamp of your Entity/Company On Entity/Company Letter Head)

Notes:-

1. If needed the bidder can use separate sheets for explaining the above points, relevant pages must be referenced in the respective box of the table.
2. The Bank reserves the rights to verify the facts given by the bidder, with any authority, as and when required.
3. The Bank reserves the right to accept/reject any offer without assigning any reason.

Declaration for Acceptance of RFP Terms and Conditions

Date:

To
The Chief General Manager
Reserve Bank of India,
Department of Communication, Central Office,
SBS Marg, Fort,
Mumbai 400 001.

Dear Sir,

Re: _____ for Request for Proposal for Selection of Audio-Video Agency

I have carefully gone through the terms & conditions and scope of work contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

I/We hereby certify that all the particulars given above are correct and true to the best of my/our knowledge.

Signature.....

..... Full

Name.....

Designation.....

Address.....

(Authorized Signatory)

Company Seal.

Technical Evaluation

S.No	Criteria for evaluation	Documentary Evidence	Scoring
1	Experience in the field of audio-video capturing & webcasting, services (online / digital): a. < 10 yrs b. 10-15 yrs c. > 15 yrs	Agency to furnish proofs of live events – invoices/ work orders, etc. for each year of experience (for eg. invoices/ WOs submitted for every year starting from 2010 to 2024/25 will be taken as >15 yrs of experience)	a.4 b.7 c.10 Allocated Marks: 10
2	The net worth of the bidder for the last year 2023-24: a. upto ₹5 Crore b. ₹5-10 Crore c. > ₹10 Crore	CA signed certificate stating the networth of the bidder.	a.4 b.7 c.10 Allocated Marks: 10
3	The net profit of the applicant company for FY 2023-24: a. ₹40 - ₹50 Lakh b. ≥ 50 Lakh	Copy of audited balance sheet and profit and loss to be provided	a. 5 b. 10 Allocated Marks: 10
4	Average gross revenue from audio-video capturing and webcasting services (online/ digital) of the bidder for last three years: a. Upto ₹50 lakh b. > ₹50 lakh to ₹70 lakh c. > ₹70 lakh	Certificate from a chartered accountant to be provided	a.4 b.7 c.10 Allocated Marks: 10
5	List of audio-video capturing and webcasting events with billing of more than ₹5 lakh per event during last 3 years: a.3-5 events b.>5 events	Bidders to furnish proofs in the form of invoices/ work orders, etc.	a. 4 b. 7 Allocated Marks: 7
6	Experience in end-to-end production and editing of podcasts Video and/ or audio) in the last 3 years? No. of podcasts a. 1-3 b. 4-6 c. ≥ 7	Bidders to furnish proofs in the form of invoices/ work orders, etc.	a. 2 b. 3 c. 5 Allocated Marks: 5

7	Details about the bidder as the empaneled agency – has been empanelled any single client for: a. 1-3 years b. 4-5 years c. ≥ 6 years	Letters from the respective clients/ agreements/ empanelment letters	a. 4 b. 6 c. 8 Allocated Marks: 8
8	Turn-Around-Time for trimming and editing of videos based on cue stamps or instructions, removal of noise and disturbances from audio tracks, and multi-camera editing based on audio and presentation. a. >24 hrs b. Within 24 hrs	Self-declaration by the bidder	a. 1 b. 2 Allocated Marks: 2
9	Turn-Around-Time for providing prompt error-free transcription services for videos/ audio events. a. >24 hrs b. Within 24 hrs	Self-declaration by the bidder	a. 1 b. 2 Allocated Marks: 2
10	Whether the bidder will provide a dedicated team for the services to be provided to the Bank? a. No b. Yes	Self-declaration by the bidder	a. 0 b. 1 Allocated Marks: 1
11	Display of the best 2 audio-video assignments carried out by the bidder in the last 3 years	Pen drive containing the visuals of two of the best assignments done by the bidder (in the last two yrs.)	Allocated marks: 5 (video & audio quality, audio-video sync, etc.)
Total Marks			70

**The Bid Document (to be submitted separately
and will be opened only if the bidder qualifies
in the technical bid)**

Commercial Bid Form

Date:

To
Chief General Manager
Reserve Bank of India
Department of Communication,
Central Office, SBS Marg,
Fort, Mumbai – 400001.

Dear Sir,

Re: _____ dated _____ for **Request for Proposal for selection
of audio-video agency for the Reserve Bank's Events**

With reference to your RFP for selection of audio-video agency for capturing events for the Bank, we have carefully studied its scope of work and deliverables and based on these we submit our best price for carrying out the desired scope of work:

We, M/s..... the undersigned, offer to execute the assignment, in accordance with your RFP Document.

Our best price for carrying out the abovementioned scope of work is

.....

(.....) [*Total Amount, excluding taxes*]

The break-up is as follows:

A		B	C
S. No.		Particulars	Bid for 1 Unit in ₹ (excluding all eligible taxes)
1	Bi-Monthly Monetary Policy Announcement	Total Cost of 1 Unit (Set up for end to end execution of Bi Monthly Monetary Policy Announcement, live streaming on all social media platforms, editing, transcripts along with teleprompter etc as detailed in the scope)	
2.	Remote live streaming	Remote live streaming of RBI events by coordinating with third party event Managers	
3	On-site support	Remote live streaming of RBI events by coordinating with third party event Managers by visiting the site	
4	Podcasts - Audio	30-minute production of a high-quality Audio Podcast with end to end set up	
5	Podcasts - Video	30-minute production of a high-quality Video Podcast with end to end set up	
6	Transcript	Within 48 hrs Within 24 hrs Within 2 hrs Within 6 hrs	
7	Events Recording	With single camera	
		With 3 to 4 Camera Setup	
8	Editing	Basic Editing as per time stamps instructed by RBI	
		Multi Cam Video Editing	
		Audio Corrections – Removing disturbances and noise from audio tracks	
9	Total		

AFFIRMATION:

We affirm that the total price given above represents the entire cost to complete all the work in accordance with the RFP and is inclusive of all costs, cost of making deliverables, out-of-pocket expenses and incidentals etc. and no claim will be made on account of any increase in expenses to be incurred in the complete / entire contract period.

We agree to abide by the bid and the rates quoted therein up to the period prescribed in the bid (days) which shall remain binding on us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this..... Day of.....

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign bid for and on behalf of

Earnest Money Deposit

To,
The Chief General Manager
Reserve Bank of India,
Department of Communication,
Central Office,
SBS Marg, Fort,
Mumbai 400 001.

Re: _____ dated _____ for Request for Proposal for selection of audio-video agency

WHEREAS The Bank having its Central Office at Shahid Bhagat Singh Marg, Mumbai has invited RFP for providing for audio-video capturing and webcasting services.

It is one of the terms of invitation of RFP that the bidder shall furnish a Bank Guarantee for a sum of ₹1,80,000/- (Rupees One Lakh Eighty Thousand only) as Earnest Money Deposit.

(EMD) M/s.____,(hereinafter called as Bidder), who are our constituents intend to submit their RFP for the said work and have requested us to furnish guarantee to the Reserve Bank of India in respect of the said sum of ₹1,80,000/- (Rupees One Lakh Eighty Thousand only)

NOW THIS GUARANTEE WITNESSETH

1. We, _____ (bank) do hereby agree with and undertake to the Reserve Bank of India, their successors, assigns that in the event of the Reserve Bank of India coming to the conclusion that the Bidder have not performed their obligations under the said conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us as well as the said bidder, we shall on demand by the Reserve Bank of India, pay without demur to the Reserve Bank of India, a sum of rupees mentioned as EMD, i.e., ₹1,80,000/- (Rupees One Lakh Eighty Thousand only) or any lower amount that may be demanded by the Reserve Bank of India. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the bidder under the said

conditions.

2. We also agree to undertake and confirm that the sum not exceeding the EMD amount, i.e., ₹1,80,000/- (Rupees One Lakh Eighty Thousand only) as aforesaid shall be paid by us without any demur or protest, merely on receipt of a demand from the Reserve Bank of India by a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice in writing from the Reserve Bank of India shall be conclusive and binding on us and the demand by the Reserve Bank of India by notice in writing shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the Reserve Bank of India within a period of one week from the date of receipt of the notice as aforesaid.
3. We confirm that our obligation to the Reserve Bank of India under this guarantee shall be independent of the agreement or agreements or other understandings between the Reserve Bank of India and the bidder.
4. This guarantee shall not be revoked by us without prior consent in writing of the Reserve Bank of India.
5. We hereby further agree that –
 - a) Any forbearance or commission on the part of the Reserve Bank of India in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said RFP and/or hereunder or granting of any time or showing of any indulgence by the Reserve Bank of India to the bidder or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. Our liability under these presents shall not exceed the sum of ₹1,80,000/- (Rupees One Lakh Eighty Thousand only)
 - b) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in RFP for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
 - c) This guarantee shall remain in force up to 1 year from the last date of submission of bid, provided that if so desired by the Bank, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions

as contained herein.

d) Our liability under this presents will terminate unless these presents are renewed as provided herein above on the day when our said constituents comply with their obligations, as to which certificate in writing by the Reserve Bank of India alone is the conclusive proof whichever date is later. Unless a demand by a notice in writing is made by Reserve Bank of India within six months from that date or any extended period, all the rights of the Reserve Bank of India against us under this guarantee shall be forfeited and shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,

For and on behalf of

Authorized official (Company Seal)

(NB: This guarantee will require stamp duty as applicable in the State, where it is executed and shall be signed by the official whose signature and authority shall be verified).

Client Certificate / Proof of Work done

(On letterhead of the Entity/Company duly stamped and signed)

Date:

TO WHOM SO EVER IT MAY CONCERN

This is to certify that M/s.....has satisfactorily performed work pertaining to....

(description of work done...on...(date)... to our satisfaction.

(AUTHORISED SIGNATORY)

NAME:

DESIGNATION:

(Format for Affidavit) (On stamp paper)

TO WHOMSOEVER IT MAY CONCERN

This is certified for our Agency that:

- a) We do not have any legal, civil, criminal, taxation and other cases pending against the Agency that may have an impact affecting or compromising the delivery of services required.
- b) We have the ability to handle any and all the scope of work as laid down in the RFP.
- c) We certify that we have the available personnel, with required experiences, as detailed in the RFP.
- d) We have read the Vendor Registration Manual and undertake to follow the instructions and abide by it.

(AUTHORISED

SIGNATORY) NAME:

DESIGNATION:

Format of Pre – Bid Queries

Request for Proposal for Selection of Audio-Video Agency/Agencies

Bidder's Name :

Contact Person :

Contact No. / Email ID:

Queries

Sr. No.	RFP Ref / Page No.	RFP Clause No.	Existing clause details	Clarification sought