Request for Empanelment

for

Providing Consultancy Services

for

BHASHINI



DIGITAL INDIA BHASHINI DIVISION,

DIGITAL INDIA CORPORATION, MINISTRY OF ELECTRONICS & INFORMATION TECHNOLOGY

ELECTRONICS NIKETAN, NEW DELHI

Disclaimer

The information contained in this Request for Empanelment (RFE) document or information provided subsequently to the Bidder(s) or applicants whether verbally or in documentary form, by or on behalf of Digital India BHASHINI Division, Digital India Corporation (DIC), is provided to the Bidder(s) on the terms and conditions set out in this RFE document and all other terms and conditions, subject to which such information is provided.

This RFE document is not an agreement and is neither an offer nor an invitation to offer by DIBD or DIC. This RFE is to invite proposals from applicants who are qualified to submit the bids ("Bidders"). The purpose of this RFE is to provide the Bidder(s) with information and to assist them in formulation of their proposals (Bids). This RFE does not claim to contain all the information, which each Bidder may require. Each Bidder should, at its own costs without any right to claim reimbursement, conduct its own investigations, analysis and should check the accuracy, reliability and completeness of the information in this RFE and wherever felt necessary obtain independent advice. DIC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFE.

The information contained in this RFE document is selective and is subject to update, expansion, revision and amendment. DIC does not undertake to provide any Bidder with access to any additional information or to update the information in this RFE document or to correct any inaccuracies if any therein, which may become apparent. DIC reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFE and/or the bidding process, without assigning any reasons whatsoever. Such change will be intimated or made accessible to all Bidders or can be accessed on the website of DIC. Any information contained in this RFE document will be superseded by any later written information on the same subject made available/accessible to Bidder(s) by DIC.

Tender Notice

1. Digital India BHASHINI Division (DIBD) invites proposals for “Onboarding of Firm to provide Consultancy services for DIBD”.
2. The content of this Request for Empanelment (RFE) enlists the requirements of the DIBD. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the terms and bidding process and explain the contractual terms that the DIBD wishes to specify at this stage.
3. A Pre Bid Meeting would be held on the third day of publication of this RFE
4. Submission of Pre bid queries is allowed within 7 days of publication of this RFE, all queries must be addressed to *arvindbaranwal.dic@digitalindia.gov.in* or ajay.rajawat@digitalindia.gov.in
5. The technical Bids and Financial Bids may be submitted on portal on or before August 26 2023 by 1600 Hrs on the Portal.
6. The technical and financial bids formats are given along with this RFE wth respective covering letters. Bidders are requested to submit their respective bids in the same format as prescribed.

Bid Data Sheet

RFE Reference No.: **Purchaser**: Digital India BHASHINI Division, DIC, MeitY, Electronics Niketan, New Delhi **Name of RFE**: Request for Empanelment for Providing Consultancy Services for BHASHINI
Electronic –Procurement System The Purchaser shall use the following electronic-procurement system to manage this Bidding process: ……
Date of Publication of RFE: As per Portal
RFE document download Start Date: : As per Portal
Pre-bid clarification: **Electronic mail address**: *arvindbaranwal.dic@digitalindia.gov.in, ajay.rajawat@digitalindia.gov.in* Requests for clarification should be received by the Purchaser no later than: as per portal
The language of the Bid is: English. All correspondence exchanges shall be in English language.
The Bid validity period shall be 180 days.
EMD/Bid Security: a) All the Bidders shall submit only "Bid Security Declaration". EMD is not required. As per Rule 170 of General Financial Rules (GFRs) by Government of India and Office Memorandum No. F.9/4/2020-PPD dated Nov 12, 2020 by Procurement Policy Division, Department of Expenditure, Ministry of Finance, GoI; all applicants are exempted from submission of EMD / Bid Security. However, a Bid Security Declaration accepting that they will not withdraw or

modify their bids during the validity period (180 days) is mandatory to be submitted. Please refer to the format at Annexure 1.

b) Bids submitted without the "Bid Security Declaration", in prescribed format may be rejected without providing any opportunity to the bidder concerned.

c) Bid Security Declaration must remain valid for at least 180 days beyond the final bid submission date and the validity of the Bid Security Declaration should be extended in the event the last date of bid validity is extended.

d) Bid Security Declaration of all unsuccessful bidders would go void from the final selection processes completed. The Bid Security Declaration of selected bidder would be void upon submission of Performance Bank Guarantee (PBG).

e) The Bidder(s) may be penalized with suspension for participation in future for a period of up to one year, if:

- Bidder withdraws the proposal or increases the quoted prices after opening of the Proposal and during the period of Bid validity or its extended period, if any.
- In case of a successful Bidder, if the Bidder fails to sign the contract in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFE or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFE.
- If the bidder is found indulging in any corrupt, fraudulent or other malpractice in respect of the bid;

Bid submission: The bids have to be submitted on Portal only.

The deadline for Bid submission is as per Portal

The Bid opening shall take place online through Portal

Method of Selection: Empanelment

Performance Bank Guarantee: INR 10 lacs to be provided within 15 days from the notification of award for the period of empanelment + 60 days. The Performance guarantee shall contain a claim period of 3 months from the last date of validity of empanelment. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the delivery and warranty period. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, the purchaser at its discretion may cancel the order placed on the selected bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

Contract duration: 2 years and can be extended further by 1+1 years with 8% increase in rates per annum.

Payment Terms: Time & Material basis for resources deployed. Purchaser reserves the right to increase or decrease the number of resources as per the contracted rate.
Limitation of Liability: Save and except as provided in “Terms of Compensation” and “Termination” herein,neither Party shall be liable to the other for any lost revenue, lost profits or other incidental or consequential damages based on any breach or default under thisAgreement. The Consultant’s aggregate liability in connection with obligations undertaken as a part of the RFE regardless of the form or nature of the action giving rise to such liability (whether in contract, to otherwise), shall be at actual and limited to the Contracted Value under the applicable statement of work.
Termination: In the event of non-performance of the Consultant as decided by the Purchaser or any disputes or differences arising between the Parties hereto on any matter / provision set out in thisRFE, the Parties shall try to resolve the matter amicably inter se. The defaulting Party shall be given notice of 30 days to alter the situation and resolve the dispute or reverse the damage caused in any way. In the event the defaulting Party does not comply with its obligations, on the termination of the notice period, the other Party shall be at liberty to terminate the Agreement, without further notice, and shall additionally have the right to claim any further rights available under the law, including without limitation, the right to damages. Upon termination of the Agreement, the Consultant would promptly hand over to Purchaser all deliverable items, including work-in-progress, all “as is where is” condition subject to the mutual settlement of all money due and payable to them being paid. During the period of notification of termination, the Consultant shall complete pending assignments and the Purchaser shall agree to settle the dues in respect of completed assignments, except if specifically instructed by Purchaser to act otherwise. In such a case, the payment due to the Consultant would be determined on the basis of the last completed milestone as per the programme schedule. The Selected Bidder may terminate the Agreement, by serving a 60-day written notice to the Purchaser if it reasonably determines and submit that they can no longer provide the Services in accordance with applicable law or professional obligations.
Subcontracting: Bidder is not allowed to subcontract any part of the contract except where Technical & Subject Matter Expertise (SME) is required and only with prior approval of the Competent Authority.

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1) Introduction

a) Purpose

The Digital India BHASHINI Division of the Digital India Corporation proposes to empanel Organisations for setting up Project Execution Unit (PEU) for BHASHINI. All technically qualifying bidders would be empaneled to provide Consulting and Technical services (as per applicability) based on the lowest resource rates matching and DIBD would seek deployment of resources from one or more empaneled agencies.

b) Background

India has had incredible progress on the digital front in the last decade. There has been a considerable demand for digital services since the launch of the government's Digital India programme. At the same time, private-sector innovation has helped make online usage more accessible and brought internet-enabled services to millions of citizens. As a result, there is a growing market for digital goods and services that extends far beyond urban areas.

Several hundred languages and dialects are spoken throughout India, even though only 22 are recognised officially. However, smartphone users are famished for content in languages they speak and understand due to the dearth of local language content on the internet. It is necessary to have a strong content ecosystem, technological support for Indian languages, access to open-source data, and translation tools in order to maintain and serve such a sizable user population.

The National Language Translation Mission (NLTM) has been named Mission BHASHINI. The mission BHASHINI was launched by Hon'ble PM during Digital India Week in July 2022. Later it was decided by MeitY that the mission should be implemented by a newly formed Independent Business Division (IBD) under Digital India Corporation (DIC) and Ecosystem Engagement Proposal should be implemented after formation of Digital India BHASHINI Division (DIBD).

The key objectives of DIBD are as under:

A. Strategy, Growth and Adoption of Indian Language Technology Systems, Models and applications
B. Creation through Research, Intellectual Property Generation and Transfer of Technology
C. Collaboration both at National and International level for Commercialisation of the Indian Language Technology
D. Implementation of Data Policy
E. Governance of the assets created by various stakeholders in the Program

As the Technology and the Operational landscape is changing rapidly, a management framework has been proposed for decentralization operations with automated governance Dashboard: -

1. Ensure that the "supply side" interacted and was visible.
2. Create visibility of usage to measure the impact
3. Have a collaboration and governance framework with accountability
4. Create Inventory of Digital Assets, Monitor and Manage (including Monetisation)

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The vision of BHASHINI is to “harness natural language technologies to enable a diverse ecosystem of contributors, partnering entities and citizens for the purpose of transcending language barriers, thereby ensuring digital inclusion and digital empowerment in an AatmaNirbhar Bharat ”.

BHASHINI shall ensure the development of open source datasets, tools, models, and technologies which shall be freely available to the ecosystem partners for innovation and research purposes. BHASHINI shall set up a technological backbone containing the necessary software platform for data contribution, ingestion, processing, validation, tagging/labeling, model building, catalog publishing, and open access to data and model repository. It shall also include curation tools, benchmarking tools, analytics tools, dashboards, and leaderboards and shall be hosted on the BHASHINI cloud. BHASHINI shall ensure the creation of large open source datasets and models by bringing all contributions into a shared repository. The contributions thus shared shall be validated and standardized using a Unified Language Contribution API (ULCA). Both individual contributions (through a crowdsourcing portal) or institutional contribution (directly via APIs) will be encouraged.

BHASHINI intends to build advanced open source datasets and models in language technologies. These will cover the areas of Input Tools, Annotation Tools, Machine Translation (MT), Automatic Speech Recognition (ASR), Text-to-Speech (TTS) and Optical Character Recognition (OCR), Self Service No code Platforms for fine-tuning of models. In addition, the project will also focus on building datasets and models for natural language understanding (NLU) tasks such as Named Entity Recognition (NER), Sentiment Analysis, Question Answering (QA), Summarization in Indian Languages etc. These assets will be exposed for consumption in 2 form factors:

1. APIs
2. UI based portals

   any other way in which the system may get implemented

2) Stakeholders

BHASHINI’s Management Framework and ecosystem will implemented through the various Programs as depicted in Fig.1 above and detailed, as under:

1. **BHASHINI Vyavastha:** The Governance of the Framework through Dashboard and Leaderboards . It also is responsible for Vision , Monetisation and building Talent pipeline for BHASHINI.
2. **BHASHINI Sanchalak**: To Build and manage the offering and Productionize it for use by the stakeholders
3. **BHASHINI Sanyojak**: Responsible for helping the Customer (Government/other Organization including Private Organisation) enrolled under Bhahsini Mitra, BHASHINI Sahyogi and BHASHINI Udyat programs to utilize the BHASHINI system. This may be related to sorting out interface issues, working with R&D to train the model on the domain which the customer is working on or helping Startups/State Governments to utilize BHASHINI. They will also be responsible to help in Data Daan from various organisations
4. **BHASHINI Pravakta**: The Awareness and Outreach Program with the Industry Associations, through Social Media and also with Students and School/Colleges/Universities.

5. **BHASHINI Mitra**: BHASHINI would seek help for data, application, knowledge and Research in this program to help BHASHINI Sanchalak.
6. **BHASHINI Sahyogi**: BHASHINI intends having Co-creation Engagement for both adoption and creation of BHASHINI offering with State Governments, Startups, Industry and NGOs.
7. **BHASHINI Udyat**: BHASHINI's aspiration is that all the Central & State Government Systems, Digital Public Goods, Industry, Publishers, Industry and Citizens consume BHASHINI APIs

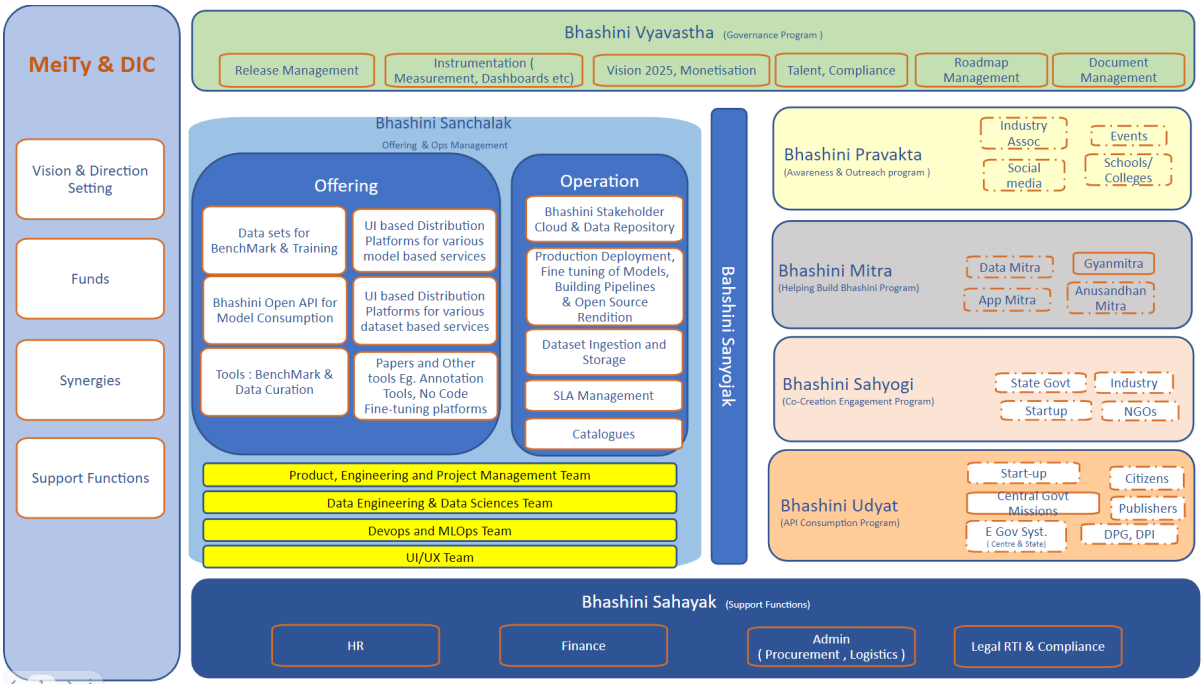
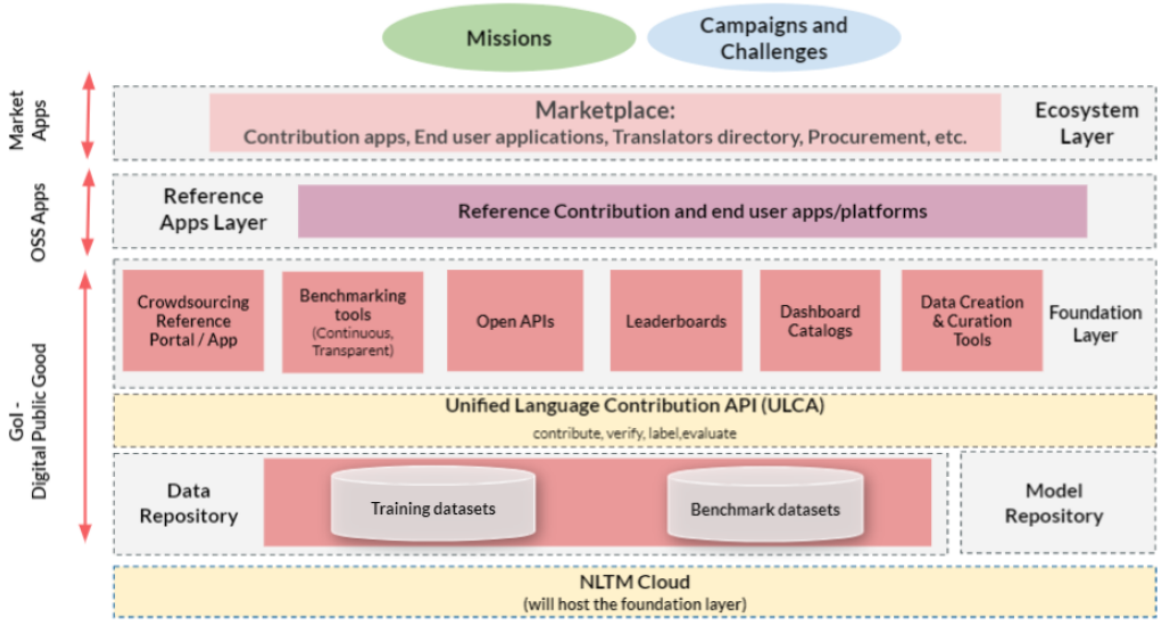


Fig.1 BHASHINI Management Framework and Ecosystem

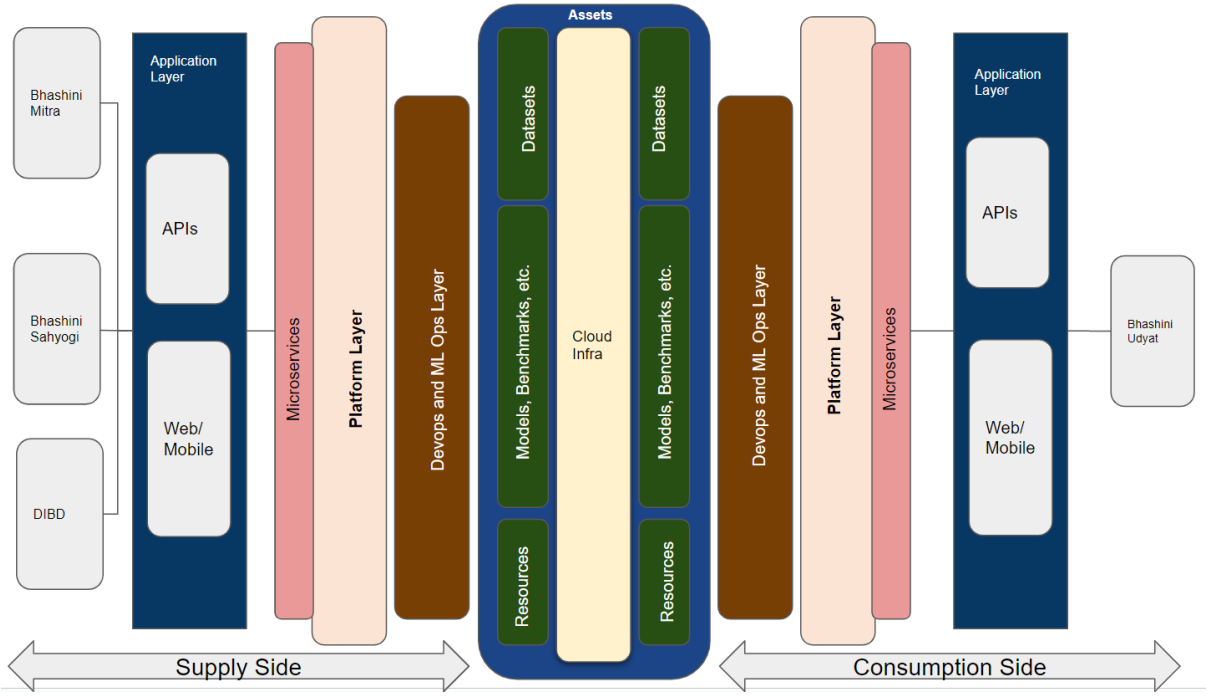
3) BHASHINI Ecosystem Architecture

To enable contributions from the research initiatives and the ecosystem, BHASHINI will develop a unified architecture supported by open data and open source software principles. This will also encourage the ecosystem to develop an integrated strategy and layer on various solutions. The goal is to create a group of contributors that collaborate in unison to advance BHASHINI's stated goals. BHASHINI's architecture will adopt a multi-layered strategy.

By using the Unified Language Contribution API (ULCA), BHASHINI will collect all data and model contributions. All data and model contributions for benchmarking will be standardised by ULCA. By using the Unified Language Contribution API (ULCA), BHASHINI will collect all data and model contributions. All data and model contributions for benchmarking will be standardised by ULCA. Through cutting-edge techniques like crowdsourcing and data-scraping on the internet, efforts will be made to lower the cost of data collection.


Missions
Campaigns and Challenges
Market Apps
Marketplace:
Contribution apps, End user applications, Translators directory, Procurement, etc.
Ecosystem Layer
OSS Apps
Reference Apps Layer
Reference Contribution and end user apps/platforms
GoI - Digital Public Good
Crowdsourcing Reference Portal / App
Benchmarking tools
(Continuous, Transparent)
Open APIs
Leaderboards
Dashboard Catalogs
Data Creation & Curation Tools
Foundation Layer
Unified Language Contribution API (ULCA)
contribute, verify, label,evaluate
Data Repository
Training datasets
Benchmark datasets
Model Repository
NLTM Cloud
(will host the foundation layer)

4) Scope of Work



The scope of Work has been segregated in five tracks:

Track 1: **AI/ Machine Learning Models**

Track 2: **Devops and Machine Learning Operations**

Track 3: **Data Platform layer**

Track 4: **Application Layer (APIs + Web/ Mobile based / Reference Application applications)**

Track 5: **Cloud Infrastructure Management**

Track 1: AI/ Machine Learning Models

A. To consult DIBD in preparing the framework for evaluating/fine-tuning/management of AI/ML models for ASR(Automatic Speech Recognition), Translation, TTS (Text to Speech), OCR (Optical Character Recognition), NER (Name Entity Recognition) and Transliteration models for various Indian Languages in the Bhashini Ecosystem
B. To consult DIBD in Transitioning and building Pipelines from the existing models to solve several use cases
C. To consult DIBD in monitoring the interdependence of the models and managing the version control of the models.
D. To consult DIBD with instrumentation and building/ managing various dashboards related to the AI/ML Model management.
E. To consult DIBD with the best industry practices in AI/ML space to build a world class system and help setting up systems and processes for continuous monitoring, progress and update to the Senior Management.

Track 2: Devops and Machine Learning Operations

A. To consult DIBD with the designing & Transitioning of model deployment strategy, data pipelines, ML pipelines, and setting up the CI/CD automations
B. To consult DIBD with setting up an efficient and effective end to end process for managing the entire deployment process for Machine Learning Models/ Datasets, Training and benchmark datasets and other resources (Eg. Papers, tools etc.) to the corresponding Data repositories and Model repositories
C. To consult DIBD with setting up a release management and Production support process
D. To consult DIBD with instrumentation and building/ managing various dashboards related to the DevOps/ MLOps traffic
E. To consult DIBD with the best industry practices in Devops and MLOps to build a world class system and help setting up systems and processes for continuous monitoring, progress and update to the Senior Management

Track 3: Data Platform layer

A. To consult DIBD with Transitioning, building and automating the Pipelines for Data Ingestion through crowdsourcing and managing various steps of data cleaning, annotation, curation, transformation etc.
B. To consult DIBD in building the microservices which can power up the APIs and UI based portals to serve various offerings like BhashaDaan, DataDaan, Dhruva, Anuvaad etc.

C. To consult DIBD in preparing the approach to managing the data flows within the data ecosystem to enhance DIBD's operational processes
D. To consult DIBD in consolidating all the requirements and dependencies from Application and API layers and prioritize the initiatives
E. To consult DIBD with instrumentation and building/ managing various dashboards related to the MicroServices monitoring (golden metrics etc.), Tools , Contribution Leaderboards, Utilities etc
F. To consult DIBD with the best industry practices in Internal Platform Management to build a world class Platform and help setting up systems and processes for continuous monitoring, progress and update to the Senior Management.

Track 4: Application Layer (APIs + Web/ Mobile based / Reference Application applications)

A. To consult DIBD in serving various Personas in Bhashini ecosystem like Bhashini Mitra, Sahyogi and Udyat who want to use/contribute to DIBD resources but want to build their own user experience on the Bhashini marketplace.
B. To consult DIBD in facilitating the market consumption of Bhashini Open APIs through Translation Service providers.
C. To consult DIBD in serving various Personas in Bhashini Ecosystem like Bhashini Mitra, Bhashini Sahyogi and Bhashini Udyat who want to contribute or consume resources and want to be served through the web based/ mobile based applications. Eg. This will encompass portals like BhashaDaan and DataDaan where we accept contributions and also portals like Anuvaad, Bhashini mobile app etc. which are consumed by end customers on the Bhashini marketplace.
D. To consult DIBD in monitoring and improving the relevant metrics to ensure a healthy Marketplace encompassing contribution apps, end user applications, Translators directory, Procurement etc.
E. To consult DIBD in building and maintaining a Back-office portal and other data creation and curation tools to manage the various applications, users, access etc.
F. To consult DIBD in capturing and consolidating all the requirements from existing consumers and new prospects and prioritizing the initiatives.
G. To consult DIBD in ensuring that the developer(API users) experience is good and the adoption rates are high by Bhashini Mitra, Sahyogi and Udyat
H. To consult DIBD with continuous Iteration of the APIs to account for both new acquisition and retention of the existing customers
I. To consult DIBD in ensuring that these user facing portals are easy and intuitive to use and there is good discovery and adoption of the features
J. Keep iterating on the interfaces and capabilities as per the new and evolving use cases
K. To consult & build a SAAS based portal where we expose various DIBD services through a multi-tenancy model for customized use cases for Institutions and a global tenant for generic customers

L. To consult DIBD with instrumentation and building/ managing various dashboards related to the API consumption, billing etc.

M. To consult DIBD with the best industry practices in API/Web/ Mobile SAAS offering Management to build a world class API based SAAS Platform and help setting up systems and processes for continuous monitoring, progress and update to the Senior Management.

N. To consult DIBD with instrumentation and building/ managing various dashboards related to the consumption, billing etc.

O. To consult DIBD with the best industry practices in API Management to build a world class GUI based SAAS Platform and help setting up systems and processes for continuous monitoring, progress and update to the Senior Management.

Track 5: Cloud Infrastructure Management

(a) To consult DIBD on Cloud infrastructure preparation, management and configuration

(b) To consult DIBD with the cost optimization, optimum performance and secure environment for the cloud resources

(c) To consult DIBD with configuration of landing zones and foundation cloud services including data lake, IaaS and PaaS services , firewalls, load balancers etc.

(d) To consult DIBD with instrumentation and building/ managing various dashboards related to the cloud Infra usage.

(e) To consult DIBD with the best industry practices in Cloud Infrastructure management to build a world class system and help setting up systems and processes for continuous monitoring, progress and update to the Senior Management.

Note : The above scope is indicative , the consultant has to consult and build the systems to help DIBD achieve its objective , which includes transition and operation of the current system

5) Resource Requirements

Resources are to be deployed by the Consultancy firm on the following profiles:

Sl. No.	**Role/Position**	**Qualification & Experience**
1.	Platform API Specialist	B.Tech/MCA/MBA or equivalent with at least 7 years' of overall work experience with at least 4 years of work experience in managing APIs. Experience in handling various aspects of Customer Facing APIs like Pricing, Performance, Security, Metering and Monitoring etc. At least 4+ years of Experience with API documentation. At least 4+ years of experience in managing customer requirements, maintaining backlog and building an API roadmap. Experience in managing stakeholders in both

Sl. No.	Role/Position	Qualification & Experience
		upstream and downstream. At least 3+ years of experience in closely working with the Platform engineering teams. At least 3+ years of experience in working in Agile setup At least 2+ years of experience working on tools like Postman, Swagger, JIRA, Confluence, Lucidcharts, Aha etc.
2.	Analyst	B.Tech/MCA/MBA or equivalent of at least 3 years' of experience working as a Data Analyst or Product Analyst (AI Models etc.,) . Conversant with building dashboards, building instrumentation and doing analysis to support the Product Management team. Provide data based insights to the Product Management Team. At least 2+ years of experience in working in an agile setup At least 2+ years of experience on tools like Google Analytics/ Mixpanel/ Pendo, Heap, Mode, Power BI etc.
3.	Platform Architect	B.Tech/MCA/MBA or equivalent of at least 4 years' of experience working as a Platform Engineer. At least 3+ years of Experience in understanding various use cases and accordingly building microservices to support them (0 → 1 experience is desirable). Experience in building & scaling up a multi-tenant platform. Experience in building and maintaining Platform backlog and prioritization of various ideas. Experience in managing stakeholders in various upstream and downstream and building an effective roadmap for platform initiatives. At least 3+ years of experience in working in Agile setup and demonstration of leading cross-functional teams At least 3+ years of experience in tools like Postman, Swagger, JIRA, Confluence, Lucidcharts, Aha etc.
4.	Platform Architecture Specialist	B.Tech/MCA or equivalent with at least 10 years' of relevant work experience. Rich experience in building technical architectures for multi-tenant platforms. Experience in building architectures/ technology solutions to balance trade-offs between meeting both short term and long term objectives. Ability to lead development teams and convince important stakeholders to adopt the proposed architecture. Proficient in understanding, designing and communicating complex technical architectures. Experience in setting up

Sl. No.	Role/Position	Qualification & Experience
		and managing Release Management process and Production support process. At least 10 years of experience in managing development teams and engaging with Product Managers and other Senior Stakeholders. At least 5+ years of experience in working in Agile setup
5.	AI/ Machine Learning Engineering Specialist	B.Tech/MCA or equivalent with at least 5 years' of relevant work experience. Experience in fine-tuning machine learning models. Building Pipelines for fine-tuning and training of models. At least 3+ years of experience in Python/ R/ Matlab etc. Experience in Libraries like Keras, Tensorflow, Theano, Scikit-learn etc.
6.	Data Engineering Expert	B.Tech/MCA or equivalent with at least 3 years' of relevant work experience Experience in handling large amounts of both structured and unstructured data. Building data pipelines to capture, clean, transform and prepare data for consumption of Machine Learning Models. At least 2+ years of experience in MongoDB/ Python/ Kafka/ Spark etc. with working knowledge of libraries like Pandas etc.
7.	AI/ Data Sciences Specialist	B.Tech/Bachelors in Statistics/ Computer Science or equivalent with at least 6 years' of relevant work experience. Experience in building machine learning based models to solve various use cases. Someone who has the capability to read research papers and implement/ experiment with them to build models to solve various use cases. At least 4 years of Experience in Python/ R/ Matlab etc. and libraries like Tensorflow, Keras, Theano, Scikit etc.
8.	Project Coordinator/ PEU Consultant	MBA or equivalent with at least 10 years' of relevant work experience with at least 5 years in the Govt. Sector. At least 6+ years of experience in managing a wide set of stakeholders both upstream and downstream to ensure that the Project outcomes are achieved.

Sl. No.	Role/Position	Qualification & Experience
		Experience in Facilitating individual workstreams/teams to ensure quality and timeliness of the defined project implementation plan. At least 6+ years of Experience in working in an agile setup and leading and managing the standups and various sprint ceremonies. Remove the project blockades so the scrum teams can work productively. Continuous monitoring and reporting of overall project progress to senior management Experience in working in an agile setup with experience on tools like JIRA/ Asana/ Trello etc.
9.	Onboarding & Customer Success Specialist	MBA or equivalent with at least 5 years of relevant work experience. At least 5 years of experience in engaging with B2B customers and helping them with smooth onboarding on API/ App based SAAS product offering. Also 4+ years of experience in continuous engagement with the Customers to drive retention and adoption of other offerings as well. At least 3+ years of experience in tools like hubspot, zoho etc.
10.	Linguistic Expert	Graduation in Mass Communication/Journalism/Media or equivalent with at least 5 years of work experience. Conversant in considerable no. of Scheduled Indian Languages. At least 5+ years of experience in working as a Translator/ Interpreter for different Indian Languages or working on Language based research Projects
11.	Cloud Infrastructure Expert	B.Tech/MCA or equivalent with at least 5 years' of relevant work experience At least 5 years of experience in configuring landing zones and foundation cloud services including data lake, IaaS and PaaS services , firewalls, load balancers etc. Handling cost optimization and meeting Performance standards of the cloud. Expert in at least any one of the widely used Cloud platforms (Eg, Azure, AWS, GCP). Preferably should have worked in Azure.

Sl. No.	Role/Position	Qualification & Experience
12.	Machine Learning Operations Specialist	B.Tech/MCA or equivalent with at least 2 years' of relevant work experience. Experience in building and automating pipelines of the entire Machine learning Models' Testing, Packaging and Deployment process. Also comfortable with managing/ implementing CI/CD automated devops. Expert in at least in any one of the Cloud platforms (Eg, Azure, AWS, GCP). Preferably should have worked on Azure. Eg. At least 2+ years of experience in Azure Container Registry, Azure Machine Learning Studio or similar technology.
13.	Legal Expert	Bachelor's degree in Law with at least 5+ years of relevant experience. At least 5+ years of Experience in drafting MoUs, NDAs, BiParty and Multi-Party Contracts etc. Expertise in dealing with any litigations and legal disputes etc. over IP and other assets (digital and otherwise). At least 3+ years of experience in advising Corporates on Legal matters.
14.	UI/UX Expert	Graduate with 4+ years of relevant experience in building world class User experiences for both web and mobile users. Someone who has good experience and strong empathy in understanding User Journeys and friction points. Experience in going on discovery calls with end customers and asking probing questions to understand User journeys and Pain points. At least 3+ years of experience in building mockups and workflows to facilitate smooth user journeys. Able to work in a cross-functional environment in close coordination with Product Managers and Front End Developers. Experience in any of the design tools like FIGMA, ADOBE XD, MARVEL etc.
15.	Full Stack engineering Specialist	B.Tech/MCA or equivalent with at least 4 years' of relevant work experience. At least 3+ years of Experience in building both front end, back end and database components for a multi-tenant SAAS product. At least 3+ years of experience in working closely with UI/UX designers, Product Managers in an agile set-up. At least 3+ years of experience in full stack technologies like MongoDB, Kafka, Java, Python, Angular, React, React Native etc.

Sl. No.	Role/Position	Qualification & Experience
		At least 3+ years of experience in working in Agile setup
16.	CyberSecurity Expert	BTech/ MCA or equivalent with 4+ years of relevant work experience. At least 4+ years of Experience in conducting security analysis, coordinate security safeguards and improvement measures for application and database security, audit and assessment, infrastructure deployment and configuration. At least 3+ years of experience in tools like Splunk etc.
17	Bhashini Sanyojak Specialist	At least 4+ years of experience in the Pre-sales function of an API based B2B product. Ability to understand the use cases of various prospects and map them with the API based Product Offerings. Understand the gaps if any and liaise with the Product/ Implementation Teams to help with maintaining a Product Market fit
18	Production Support Engineer	BTech/ MCA or equivalent with 4+ years of relevant work experience in managing Production Support processes and ensuring that the systems meet the SLA (Service Level Agreement) criteria. Experience in conducting RCAs, suggesting improvements and taking proactive actions etc. At least 3+ years of experience in working on tools like Excel, SQL, Zoho desk, Zendesk etc..

6) Eligibility Criteria

The Bidder must meet the following eligibility criteria:

Criteria	**Supporting documents needed**
The Bidder should have been in existence in India at least from April 01, 2018, by the date of incorporation in India.	1. Certificate of Incorporation 2. PAN 3. GST Certificate
The Bidder should be a registered Company/Private Limited Company/Limited Liability Partnership (LLP) Firm. It should not be an Individual/Sole Proprietor/ HUF, etc. Consortium bid is not allowed.	Certificate of Incorporation
The Bidder should have provided IT Consultancy services for preparation of IT Strategy/Product Roadmap/IT PMU at least 2 projects with any Govt. organisation in India, each with a minimum contract value of Rs. 2 Crore since April 2018.	1. Copy of Contract/Work Order 2. Client certificate
The Bidder should have provided Consulting services involving Artificial Intelligence/Machine Learning and its deployment for at least 2 projects in India since April 2018.Out of these projects, at least 1 project should be with a Govt. organisation in India.	1. Copy of Contract/Work Order 2. Client certificate
The Bidder should have at least 500 Full-time professionals with skills on IT Consulting as on the bid submission date.	Certificate from the Bidder's Human Resources.
The Bidder should have at least 150 Full-time professionals with skills on AI/ML as on the bid submission date.	Certificate from the Bidder's Human Resources.

The Bidder must have an average turnover of at least Rs. 100 Crores (Rupees One Hundred Crores Only) from IT Consultancy Services during the last three financial years i.e. (2020-21, 2021-22 and 2022-2023).	Certificate from a registered Chartered Accountant
The Bidder must have positive Net Worth during the last three financial years i.e. (2020-21, 2021-22 and 2022-2023).	Certificate from a registered Chartered Accountant
Bidder should have valid CMMI Level 5 certification on the date of bid submission.	Copy of the Certificate.
Bid should be signed by an Authorised Signatory of the Bidding Firm.	Power of Attorney/Board Resolution/List of Authorised Signatories

with respect to above, the bidder need to provide a summary sheet with the compliance status and the reference page no. of the eligibility requirements:

Criteria	**Supporting documents needed**	**Compliance (Yes/No)**	**Reference/ Page No.**
The Bidder should have been in existence in India at least from April 01, 2018, by the date of incorporation in India.	1. Certificate of Incorporation 2. PAN 3. GST Certificate		
The Bidder should be a registered Company/Private Limited Company/Limited Liability Partnership (LLP) Firm. It should not be an Individual/Sole Proprietor/ HUF, etc. Consortium bid is not allowed.	Certificate of Incorporation		
The Bidder should have provided IT Consultancy services for preparation of IT Strategy/Product Roadmap/IT PMU at least 2 projects with any Govt. organisation in India, each with a minimum contract value of Rs. 2 Crore since April 2018.	1. Copy of Contract/Work Order 2. Client certificate		

The Bidder should have provided Consulting services involving Artificial Intelligence/Machine Learning and its deployment for at least 2 projects in India since April 2018.Out of these projects, at least 1 project should be with a Govt. organisation in India.	1. Copy of Contract/Work Order 2. Client certificate		
The Bidder should have at least 500 Full-time professionals with skills on IT Consulting as on the bid submission date.	Certificate from the Bidder's Human Resources.		
The Bidder should have at least 150 Full-time professionals with skills on AI/ML as on the bid submission date.	Certificate from the Bidder's Human Resources.		
The Bidder must have an average turnover of at least Rs. 1200 Crores (Rupees OneTwo Hundred Crores Only) from IT Consultancy Services during the last three financial years i.e. (2019-20, 2020-21, and 2021-22 and 2022-2023).	Certificate from a registered Chartered Accountant		
The Bidder must have positive Net Worth during the last three financial years i.e. (2019-20, 2020-21, and 2021-22 and 2022-2023).	Certificate from a registered Chartered Accountant		
Bidder should have valid CMMI Level 5 certification on the date of bid submission.	Copy of the Certificate.		
Bid should be signed by an Authorised Signatory of the Bidding Firm.	Power of Attorney/Board Resolution/List of Authorised Signatories		

7) Technical Evaluation Criteria

Only the Eligible Bidders shall be evaluated based on the following criteria

Sl. No.	Criteria	Marking Criteria	Maximum Marks
1.	Bidder provided Consultancy services/ IT Services involving Artificial Intelligence/Machine Learning with any Govt. organisation in India since April 2018.	1 Project = 2.5 marks 2 projects = 5 marks 3 or more projects = 10 marks	10 marks
2.	Bidder provided IT Consultancy services for preparation of IT Strategy/Product Roadmap/IT PMU/ IT Projects with any Govt. organisation in India, each with a minimum contract value of Rs. 2 Crore since April 2018.	1 Project = 2.5 marks 2 projects = 5 marks 3 or more projects = 10 marks	10 marks
3.	Approach & Methodology	1. Understanding of the Scope of Work – 10 marks 2. Approach – 10 marks	20 marks
4.	Key Resource Profiles	1. Platform Architect Specialist – 7 Marks 2. AI/ Data Sciences Specialist – 6 Marks 3. Machine Learning Operations Specialist – 6 Marks 4. Platform API Specialist – 6 Marks 5. Cloud Infrastructure Specialist– 4 Marks 6. Data Engineering Specialist - 4 Marks 7. Cybersecurity Expert (Jawa & Python) - 3 Marks 8. Linguistic Expert - 3 Marks 9. Presales Specialist - 1 Mark	40 marks
5.	Technical Presentation	Bidder's understanding and approach, key deliverables and work plan on each of the tracks Knowledge of DPI & DPGs	20 marks

Minimum marks for Technically qualifying = 75 marks.

8) Financial Bid Evaluation Process

a) The Bidders are required to quote their total fee (inclusive of all the components and inclusive of GST/taxes applicable) for each line item of the assignment. This amount / quote is to be used for financial evaluation purpose and award of Work Order (if selected) for respective roles/ positions.

b) Bidders have to follow the format for financial bid submission enclosed with the RFE as a separate document to be submitted with covering letter mentioned in financial bid document.

c) Financial Bid for all the Bidders Qualifying from the technical round would be selected for bid opening

d) The Reference rate for each line item would be discovered on the lowest cost basis for each of the line items. DIBD would create a reference rate list.

e) All the Technically qualified bidders would be invited to match the L1 rates for empanelment against the reference rate list.

f) All the line items on the rate reference list must be matched by the bidder to get empanelled

g) Overall requirement is about 40-60 Headcount/Engineers to be distributed between one or more organisations. DIBD would draw out work packages and corresponding resource requirements and hence would seek the deployment of people from one or more empanelled bidders. The lead time for deployment would be 15 days.

h) The above mentioned quantity headcount may vary upto 20% based on the requirement of the DIBD.

9) Resource Deployment

Resources are to be deployed in New Delhi. The team shall be led by the Programme Coordinator . The project can be executed in hybrid mode with the approval of the Competent Authority, ie., CEO DIBD

10) Payment Terms

Payment will be made on Time & Material basis on submission of Monthly Progress Reports on a monthly basis.

11) General Terms & Conditions of Contract

11.1. Exclusivity of the selected resources: The selected resources shall be deployed exclusively on the project awarded through this contract and shall not be deployed on any other project till the end of the contract or a written approval of the DIBD SPOC, whichever is earlier.

11.2. Authorisation of Signatory: The Bid may be signed either by the Principal Officer of the service providing agency or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Representative or the Principal Officer. The Principal Officer/ authorized representative of the Agency shall sign the proposal and also initial all pages of the original Technical Proposal. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in

any other form demonstrating that the representative has been duly authorized to sign. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid.

11.3. Presentation: As a part of evaluation of proposals submitted by the applicants, DIBD reserves the right to seek further information or a presentation from the Organizations for evaluation purposes.

11.4. Amendments to RFP: At any time prior to the last date for receipt of applications, DIBD may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP document by an amendment. In order to provide prospective applicants reasonable time to take the proposed amendments into account while preparing their proposals, DIBD may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP. Any such amendment shall be communicated to the service providers in the form of an addendum/corrigendum (as applicable) published on the Tender Section of the DIBD website.

11.5. Ownership Rights: Ownership of all new artifacts (data, reports, presentations and other publications) generated during the course of the assignment or otherwise with respect to the assignment, will rest with DIBD and it will have the right to resell/ implement the same with any other organization.

11.6. Conflict of Interest: DIBD requires that service provider provides professional, objective, and impartial analysis and data, and at all times hold the DIBD's interest paramount, strictly avoid conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.

11.7. Fraud/ Corruption: DIBD requires that the bidders participating in the selection process adhere to the highest ethical standards, both during the selection process and throughout the execution of the Contract. In pursuance of this policy, DIBD defines, for the purpose of this paragraph, the terms set forth as applicable to both the parties:

a. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value (whether in cash or kind) to influence the action of a public official in the selection process or in Contract execution.

b. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract.

c. "collusive practices" means a scheme or arrangement between two or more bidders with or without the knowledge of DIBD, designed to establish prices at artificial, non-competitive levels.

d. "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a Contract. DIBD will reject a proposal for award if it comes to know that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question; and

e. DIBD will terminate the Contract, if already awarded and will declare the bidder ineligible, either indefinitely or for a stipulated period of time, to be awarded a Contract, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Contract.

11.8. Intellectual Property Rights: DIBD will own all the intellectual property resulting out of services being performed under this contract which shall be further transferred to DIBD upon its institutionalisation. All the rights relating to the Patents, TradeMarks and Copyrights in respect of work generated by the selected service provider(s) on behalf of DIBD and paid for by DIBD shall vest with DIBD.

11.9. Companies' Personnel: The service provider shall employ and provide at its own cost such qualified and experienced consultants as are required to carry out the Services. Their salaries, claims, insurance, damages, compensation, travel etc. will be the liability of the service provider(s) and DIBD will in no way be responsible for any such claims/ damages.

11.10. Rejection of Application: The application is liable to be rejected if:

a. Not in prescribed forms and/or not containing all required details.

b. Not properly sealed and signed as per requirements.

c. Received after the expiry of due date and time.

d. Missing of any supporting document(s) with the Proposal.

11.11. Disclaimer:

a. DIBD shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.

b. DIBD reserves the right

i. To reject any/all applications without assigning any reasons thereof;

ii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of DIBD without assigning any reasons thereof;

iii. To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

11.12. Written Undertaking: DIBD may at any time require the service provider and its employees/advisors/professionals/Contractors, to whom confidential information may be disclosed in the course of execution of contract, to give a written undertaking in the form of a deed reasonably accepted to DIBD and relating to the use and non-disclosure of the confidential information relating to DIBD or any Government Department or relating to any Ministry and or such other information that DIBD suggests to be confidential. Upon receiving a request aforesaid the service provider must promptly arrange for all such undertakings to be given to DIBD.

11.13. Knowledge Transfer: Subject to any qualification or provision to the contrary in the statement of work, the service provider must provide the following assistance to the DIBD on termination or expiration of this Contract: transferring or providing access to the DIBD to all information stored by whatever means held by the service provider or under the control of the service provider in

connection with this Contract; and making Specified Personnel / employees and Agency Personnel available for discussions with the DIBD as may be required. The time, length and subject of these discussions will be at the sole discretion of the DIBD, provided that any matter discussed is not considered to reveal any 'commercial-in-confidence information of the service providing firm.

11.14. Force Majeure: Neither party shall be held responsible for non-fulfilment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, flood, earthquakes, strike, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give a notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months, the parties may then mutually decide about the future course of action.

Force Majeure shall not include

i. any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor

ii. any event which a diligent Party could reasonably have been expected both to take into account at the time of the signing of the Contract and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.

iii. Insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.

11.15. Removal of Data: The service provider must ensure that its employees/ professionals' subcontractors and/ personnel do not:

a. remove any data or allow any data concerned with this contract to be removed from the places as notified / directed by DIBD; or

b. take any Data or allow any data to be taken outside of India, without DIBD's prior written consent.

11.16 Others: As per Procurement Portal Process and as provided in the Bid Data Sheet.

11.17 Service Level Agreements and Penalty: The deployed/asked resource needs to be arranged by the agency within a time frame of 15 days after due notice and information conveyed by DIBD. Failing to provide the same will cost a penalty of Rs 2500 Per Day per Person to the agency for the number of days and resources. In case the Selected Bidder fails to commence/execute the work as assigned to them/unsatisfactory performance of the resource even after formal warning, the Purchaser reserves the right to impose the penalty of Rs 2500 per day per person for the number of days and resources. However, the total penalty levied during the project duration shall not be more than 10% of the total contract value. All Resources are to be deployed within 15 days of the requisition being placed for the resources by DIBD.

No Penalty will be imposed for delay attributable to the Purchaser or reasons which fall within the definition of Force Majeure.

Confidential Information:

The vendor shall hold in confidence all business and technical information concerning the business and research plans or activities of DIBD and its affiliate which is made available to them or which they may come to know during the execution of service with DIBD.

Use of confidentiality:

The vendor shall not, without the prior written approval of DIBD as appropriate, use the confidential information which the contractor is required to keep confidential for any purpose other than the performance of service under an order.

Rights to the Content of the Proposal

DIBD is not restricted in its rights to use or disclose any or all the information contained in the proposal and can do so without compensation to the bidders. DIBD shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

Annexure 1: Format for Bid Securing Declaration

(To be submitted on the Letterhead of the responding firm)

To,

Chief Executive Officer

Digital India Bhashini Division
Digital India Corporation (DIC),Ministry of Electronics & Information Technology
Electronics Niketan, 6 CGO Complex,
Lodhi Road, New Delhi-110003

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for submission of RFE # <<RFE Number for <<Name of the assignment>> (hereinafter called "the Bid") to DIC (hereinafter called 'the Purchaser').

I/We, hereby, accept that I/We will not withdraw or modify our bid during the bid validity period (180 days from submission date). I/We understand that on violation of this declaration, I/We may be penalized with suspension for participation in future for a period of up to one year.

(Authorized Signatory of the Bidder)

Name:
Designation:
Seal:
Date:

Annexure 2: Performa for Non-Blacklisting Undertaking

(To be submitted on the Letterhead of the responding firm)

<Bidder Company Letterhead>

NAGPUR

20-07-2023

To,

Chief Executive officer

Digital India Bhashini Division

Electronics Niketan Annexe

6 CGO Complex, New Delhi-110003

Dear Sir,

We confirm that our company is not blacklisted in any manner whatsoever by any State Government, Central Government or any other Public Sector Undertaking or a Corporation or any other autonomous organization of Central or State Government as on bid submission date.

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

xxxx
Director, xxx

On behalf of

xxxx

Annexure 3: Performa for undertaking from Service Supplier

<Bidder Company Letterhead>

To,

Chief Executive officer

Digital India Bhashini Division

Electronics Niketan Annexe

6 CGO Complex, New Delhi-110003

Ref: DIB/2/2023-DIB

We have read the clause mentioned in Office Memorandum No. F.No.6/18/2019-PPD of Public Procurement Division, Department of Expenditure, Ministry of Finance dated 23rd July 2020 and Order (Public Procurement No. 1) No.F.No.6/18/2019-PPD of Public Procurement Division, Department of Expenditure, Ministry of Finance dated 23rd July 2020 and further Order/OMs regarding restrictions on procurement from a bidder of a country which shares a land border with India.

In view of this, We certify that,

We are registered with the competent authority as mentioned in said OM. The copy of registration U72xxxxx is enclosed.

For xxxx.

Authorized Signatory

Annexure 5: FORMAT FOR BANK GUARANTEE

From

Bank _____

To

Chief Executive officer

Digital India Bhashini Division

Electronics Niketan Annexe

6 CGO Complex, New Delhi-110003

Sir,

1. With reference to contract/ agreement/ work order No. <Work order Reference No.>dated <__> <Month>, <Year> concluded between **Digital India Bhashini Division**, hereinafter referred to as the Purchaser and M/s <Service Provider Firm Name> hereinafter referred to as the contractor for <Project Name> as detailed in the above contract which contract is hereinafter referred to as the "Said Contract" and in consideration of the Purchaser having agreed to make advance payment in accordance with the terms of the said Contract to the said contractor, we the _____bank, hereinafter call the Bank hereby irrevocably undertake and guarantee to you that if the said Contractor would fail to develop and supply the stores in accordance with the terms of the said Contract for any reason whatsoever or fail to perform the Said Contract in any respect or should whole or part of the said on account payments at any time become repayable to you for any reason whatsoever, we shall, on demand and without demur pay to you all and any sum up to a maximum of Rs 10 lacs.
(Rupees Only) in accordance with the provisions contained in Clause <> of the said Contract.
2. We further agree that the Purchaser shall be the sole judge as to whether the contractor has failed to develop and deliver the data required in accordance with the terms of the Said Contract or has failed to perform the said contract in any respect or the whole or part of the advance payment made to Contractor has become repayable to the Purchaser and to the extent and monetary consequences thereof by the Purchaser.
3. We further hereby undertake to pay the amount due and payable under this guarantee

without any demur merely on a demand from the purchaser stating the amount claimed. Any such demand made on the Bank shall be conclusive and binding upon us as regards the amounts due and payable by us under this Guarantee and without demur. However, our liability under this Guarantee shall be restricted to an amount not exceeding 10 lacs Rs (Rupees Only).

4. We further agree that the Guarantee herein contained shall remain in full force and effect for a period of 3 months from the date on unless the Purchaser in his sole discretion discharges the Guarantee earlier. Beneficiary's right as well the Bank's Liability under this Guarantee shall stand extinguished unless a written claim or demand is made under this Guarantee on or before completion of one year from expiry date i.e. <>

5. We further agree that any change in the constitution of the Bank or the constitution of the contractor shall not discharge our liability hereunder.

6. We further agree that the Purchaser shall have the fullest liberty without affecting in any way our obligations hereunder with or without our consent or knowledge to vary any of the terms and conditions of the Said Contract or to extend the time of development/delivery from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the contractor and either to forbear or enforce any of the terms and conditions relating to the Said Contract and we shall not be relieved from our liability by reason of any such variation or any indulgence or forbearance shown or any act or omission on the Purchaser or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision has the effect of relieving us.

7. We lastly undertake not to revoke the Guarantee during the currency of the above said contract except with the prior consent of the Purchaser in writing.

Yours faithfully,

for _____ Bank

(Authorised Attorney)

Place: _____

Date: _____

TECHNICAL BID FORMAT

Bidders are requested to submit the Technical bid separately with a cover letter (format given in this document) duly signed by authorized signatory submitting bid on the portal along with all annexures mentioned below with correct figures and signature stamp on each page.

COVER LETTER FORMAT

(To be submitted on the Letterhead of the responding firm along with)

To,
Chief Executive Officer
Digital India Bhashini Division
Digital India Corporation (DIC), Ministry of Electronics & Information Technology
Electronics Niketan, 6 CGO Complex,
Lodhi Road, New Delhi-110003

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for submission of RFE # <<RFE Number for <<Name of the assignment>> (hereinafter called "the Bid") to DIC (hereinafter called 'the Purchaser').

I/We, hereby, accept that I/We will not withdraw or modify our bid during the bid validity period (180 days from submission date). I/We understand that on violation of this declaration, I/We may be penalized with suspension for participation in future for a period of up to one year.

(Authorized Signatory of the Bidder)

Name:
Designation:
Seal:
Date:

Annexure B: Resume Sample: Performa for resume of Manpower to be Supplied by Supplier

Name of Employee	**xxxxx**
Objective	Highly skilled and motivated xxxx Professional with a strong background in xxxx and a passion for solving complex problems using cutting-edge technologies. Seeking opportunities to leverage my expertise in xxxxx, artificial intelligence, and software engineering to drive innovation and deliver impactful solutions.
Education	[Degree], [Major], [University Name], [City, State] [Month, Year of Graduation]
Skills	Programming Languages: xxx - Machine Learning: TensorFlow, PyTorch, scikit-learn, Keras, Theano - Data Science: Pandas, NumPy, Matplotlib, Seaborn - Software Development: Git, Agile, Test-Driven Development (TDD) - Databases: SQL, MongoDB - Cloud Computing: AWS, Azure, Google Cloud Platform - Natural Language Processing (NLP) xxxxx - Deep Learning, Neural Networks xxxx - Algorithm Design and Optimization
Experience	[Job Title], [Company Name], [City, State] [Month, Year] - Present - Collaborated with cross-functional teams to design and implement machine learning models for [specific use cases, e.g., recommendation systems, fraud detection]. - Conducted data preprocessing, feature engineering, and data analysis to extract meaningful insights from large datasets. - Developed and deployed machine learning models using TensorFlow and PyTorch, achieving [specific metrics, e.g., accuracy, precision-recall]. - Implemented continuous integration and continuous deployment (CI/CD) pipelines to streamline the development process. - Contributed to the design and architecture of [name of the product/project], resulting in increased performance and scalability.
Projects	[Project Name], [Personal/Team Project], [GitHub Repository URL] [Month, Year] - Briefly describe the project, its goals, and your role in the development process. - Mention the technologies used and any notable achievements or outcomes. - Mention the technologies used and any notable achievements or outcomes
Certifications	- [Certification Name], [Certifying Organization], [Month, Year]
Languages	- English (Fluent)

Additional Information	Please write a para on how the Employee has been found suitable for the project

(Authorized Signatory of the Bidder)

Name:
Designation:
Seal:
Date:

FINANCIAL BID FORMAT

Bidders are requested to submit the financial bid separately with a cover letter (format given in this document) duly signed by authorized signatory submitting bid on the portal along with all annexures mentioned below with correct figures and signature stamp on each page.

COVER LETTER FORMAT

(To be submitted on the Letterhead of the responding firm along with)

To,
Chief Executive Officer
Digital India Bhashini Division
Digital India Corporation (DIC), Ministry of Electronics & Information Technology
Electronics Niketan, 6 CGO Complex,
Lodhi Road, New Delhi-110003

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for submission of RFE # <<RFE Number for <<Name of the assignment>> (hereinafter called "the Bid") to DIC (hereinafter called 'the Purchaser').

I/We, hereby, accept that I/We will not withdraw or modify our bid during the bid validity period (180 days from submission date). I/We understand that on violation of this declaration, I/We may be penalized with suspension for participation in future for a period of up to one year.

(Authorized Signatory of the Bidder)

Name:
Designation:
Seal:
Date:

Annexure A: Rates card for manpower associated with Bidder.

Sl. No.	Role/Position	Per Person Month Rate	Rate including GST
1.	Platform API Specialist		
2.	Analyst		
3.	Platform Architect		
4.	Platform Architecture Specialist		
5.	AI/ Machine Learning Engineering Specialist		
6.	Data Engineering Expert		
7.	AI/ Data Sciences Specialist		
8.	Project Coordinator/ PEU Consultant		
9.	Onboarding & Customer Success Specialist		
10.	Linguistic Expert		
11.	Cloud Infrastructure Expert		
12.	Machine Learning Operations Specialist		
13.	Legal Expert		
14.	UI/UX Expert		
15.	Full Stack engineering Specialist		
16.	CyberSecurity Expert		
17.	Presales Specialist		
18.	Production Support Engineer		

(Authorized Signatory of the Bidder)

Name:
Designation:
Seal:
Date:

Signature Not Verified
Digitally signed by Debabrata Nayak
Date: 2023.08.21 10:35:35 IST
Location: eProcure-EPROC