



सत्यमेव जयते

Ministry of Electronics and Information Technology
Government of India

Request for Quotation

**Procurement of services for organizing virtual
events during DIGITAL INDIA WEEK 2022 And
empanelment of
service provider agencies**

1. About National e-Governance Division

In 2009, National e-Governance Division (NeGD) was created by the Ministry of Electronics & Information Technology as an Independent Business Division under the Digital India Corporation {erstwhile Media Lab Asia}. Since 2009, NeGD has been playing a pivotal role in supporting the Ministry of Electronics & Information Technology (MeitY) in Programme Management and implementation of e-Governance Projects and initiatives undertaken by Ministries/ Departments, both at the Central and State levels.

2. Background

The Digital India Programme was launched on July 1, 2015 by the Hon'ble Prime Minister of India with a vision to transform the country into a digitally empowered society and knowledge economy. India's story of digital transformation is a story of Digital Innovation, Implementation and Inclusion. India has pioneered innovative digital projects, implemented transformational projects at populations scale, and the benefits of various services and initiatives have percolated to the common man living in the rural hinterland, ensuring digital inclusion. The positive impact of this tremendous 7 year journey is being felt in all aspects, in the lives of Indian citizens, which is ensuring digital access, digital delivery of services and digital inclusion of all, based on technology that is sustainable, affordable and transformative.

Today India boasts of the world's 3rd highest number of Startups with new unicorns sprouting almost every week. During the pandemic, Digital India has played a significant role in the nation's resilient response. Digital technologies have enabled the Government to reach the remote parts of the country at the click of a button. Post the pandemic, India has emerged as the preeminent nation in the use of technology for a resilient economy and governance.

DIGITAL INDIA WEEK 2022 will be organised online and through a series of virtual events namely plenary session, thematic sessions, showcase events, and closing ceremony. And these will be held over virtually for 4 days from July 4 - 7, 2022. In this regard, NeGD/MeitY requests for quotation (RFQ) regarding the procurement of services for organizing virtual events during DIGITAL INDIA WEEK 2022 and empanelment of service provider agencies.

3. Objectives

The main objective of RFQ is to get stable, scalable, proven, competitive and glitch free virtual event hosting platform as a service along with support services for smooth organisation of DIGITAL INDIA WEEK 2022 from July 4 - 7, 2022. The aim of RFQ is to empanel the agencies for getting the high-quality services to hold virtual events at competitive price in future too.

The tentative schedule for various sessions planned are as follows:

Digital India Knowledge Exchange from July 4 - 7, 2022

Agenda for July 4, 2022

Time (in IST)	Planned Programme Details
1000 Hrs - 1100 Hrs	Inaugural Session <ul style="list-style-type: none"> Hon'ble Minister of Electronics and IT, Government of India (TBC) Hon'ble External Affairs Minister, Government of India (TBC) Hon'ble Minister of State for Electronics and IT, Government of India (TBC) Mr. Nandan Nilekani, Non-executive chairman of Infosys (TBC) Secretary, MeitY, Government of India (TBC)
July 4, 2022 1100 Hrs – 1230 Hrs	Building Aadhaar – Leading Digital Identity in India Panel discussion to include following topics - <ul style="list-style-type: none"> Laying Foundation of Aadhaar Current State of Aadhaar Technology Architecture Use of emerging tech – AI/ML, Biometrics within Aadhaar Open Questions & Answers
1230 Hrs - 1330 Hrs	Break – Lunch
1330 Hrs - 1500 Hrs	Building Unified Payment Interface (UPI) – Leading Digital Payment Ecosystem in India Panel discussion to include following topics - <ul style="list-style-type: none"> India's payment revolution Understanding UPI – Product and Architecture UPI International Open Questions & Answers
1500 Hrs - 1530 Hrs	Tea Break
1530 Hrs - 1700 Hrs	Paperless governance and Data empowerment Panel discussion to include following topics - <ul style="list-style-type: none"> DigiLocker: Providing document anywhere anytime API Setu: Building Blocks for Innovation Data Empowerment and Protection Architecture (DEPA) Open Questions & Answers

Digital India Knowledge Exchange from July 4 - 7, 2022

Agenda for July 5, 2022

Time (in IST)	Planned Programme Details
1000 Hrs - 1200 Hrs	Health Stack – Enabling Universal Healthcare Panel discussion to include following topics - <ul style="list-style-type: none">• Current landscape of technology in healthcare• Ayushman Bharat Digital Mission• Unified Health Interface• CO-WIN• E-Sanjeevani• Open Questions & Answers
1200 Hrs - 1330 Hrs	Break – Lunch
1330 Hrs - 1500 Hrs	Technology Stack for Education Panel discussion to include following topics - <ul style="list-style-type: none">• National Digital Education Architecture• DIKSHA – Learning Platform• SWAYAM• SWAYAM PRABHA• Open Questions & Answers
1500 Hrs - 1530 Hrs	Tea Break
1530 Hrs - 1700 Hrs	Digital Inclusion and connecting unconnected Panel discussion to include following topics - <ul style="list-style-type: none">• Common Services Centres• BharatNet• 5G Ecosystem• M-KISAN• Open Questions & Answers

Digital India Knowledge Exchange from July 4 - 7, 2022

Agenda for July 6, 2022

Time (in IST)	Planned Programme Details
1000 Hrs - 1200 Hrs	Technology Stack for Skilling Panel discussion to include following topics - <ul style="list-style-type: none">• PM Kaushal Vikas Yojana• iGOT• India International Skill Centres• FutureSkills Prime• Open Questions & Answers
1200 Hrs - 1400 Hrs	Break – Lunch
1400 Hrs - 1530 Hrs	AgriStack Panel discussion to include following topics - <ul style="list-style-type: none">• FRUITS• Soil Health Card• E-Nam• M4AGRINET• PM-KISAN• Open Questions & Answers
1530 Hrs - 1600 Hrs	Tea Break
1600 Hrs - 1700 Hrs	Unified Mobile App for New Age Governance Panel discussion to include following topics - <ul style="list-style-type: none">• UMANG and its text & voice bot services• Employees' Provident Fund Organisation's Service• Bill Payment Service• Centre for Railway Information System• Open Questions & Answers

Digital India Knowledge Exchange from July 4 - 7, 2022

Agenda for July 7, 2022

Time (in IST)	Planned Programme Details
1000 Hrs - 1200 Hrs	Technology Stack for Participatory Governance Panel discussion to include following topics - <ul style="list-style-type: none">• MyGov & MyGov Helpdesk• Self4Society• Transforming India Initiative• Open Questions & Answers
1200 Hrs - 1330 Hrs	Break – Lunch
1330 Hrs - 1500 Hrs	Urban Stack Panel discussion to include following topics - <ul style="list-style-type: none">• Indian Urban Data Exchange (IUDX)• Intelligent Transport System• Integrated control and command centre• Unified Logistics Interface Platform• Open Questions & Answers
1500 Hrs - 1530 Hrs	Tea Break
1530 Hrs - 1700 Hrs	Technology Stack for Public Procurement Panel discussion to include following topics - <ul style="list-style-type: none">• Government E-Marketplace• Central Public Procurement Portal• Micro, Small and Medium Enterprises• Start-up products in emerging areas• Open Questions & Answers

It is required that the virtual event hosting platform along with support services are made available to successfully conduct the event from July 4 - 7, 2022. Also, the support required to train the officials / speakers / panelists have to be done by the bidder

proactively and prior to the event and these should be factored in. The similar service will be expected out of empanelled agencies for future events too.

4. Deliverables

The expected deliverables from RFQ, inter-alia, includes

- Virtual Event Platform as a Service
- Virtual Networking Lounge
- Virtual Branded and Secured Rooms
- 3D Image Interface with Mobile Responsive UI
- Recording of the session
- One on One Video Meetings
- Speakers / Panellists Training & Support
- Tables in the Networking Lounge
- Live and Pre-recorded Session support
- Detailed Analytics of Attendees
- Support to Participants

5. Timelines

The last date for submitting Quotation along with required documentary proof is **June 26, 2022 at 5 PM (IST i.e. Indian Standard Time).**

Note: The DIGITAL INDIA WEEK 2022 summit will be held over 4 days i.e. from July 4 – July 7, 2022. The support services will start prior to that.

6. Financial

Considering the session and event details as mentioned at above point 3, the bidders are requested to provide financial quote in the following format.

S.N.	Particulars	Financial Quote in
1	Basic platform as a service cost including Web App, speaker training and Support	
1.a	For 0 to 25000 unique users (total platform cost per day)	Cost to be quoted
1.b	For 25001 to 50000 unique users (X per additional user)	Cost to be quoted
1.c	For more than 50000 unique users This cost will be considered one fourth of the cost as quoted in point 1.b.	
Features to be included in the Web App		
A	3D image Lobby with Clickable Navigation (Mobile responsive UI)	
B	Networking Virtual Lounge (Up-to 8 meeting tables/rooms, Unlimited meetings, Capacity up-to 16 participants)	

C	Side panel Branded Conference Room (Up-to 6 parallel tracks per day, Chat, Notes, Polls, Picture-in-picture mode)
D	Analytics, Support and Reports
E	Recording of all live conference sessions
F	Dedicated support for speakers and event execution

7. Evaluation Criteria

For ensuring the quality deliverables, the technical qualification criteria are as follows:

S.N.	Qualification Criteria	Documentary proof to be submitted
7.1	<p><u>Legal Entity</u></p> <p>Bidder should be a legal entity in India meeting following two conditions.</p> <ol style="list-style-type: none"> 1. A company/LLP incorporated in India under the relevant Companies Act, 1956 or 2013 and subsequent amendments thereto 2. Registered with the GST Authorities in India with active status 	<p>Certified by Authorized Signatory:</p> <ol style="list-style-type: none"> 1. Copy of Certificate of Incorporation 2. Copy of Registration Certificates with GST
7.2	<p><u>Financial Strength</u></p> <p>The bidder shall either</p> <ol style="list-style-type: none"> 1. have a Turnover of INR 1 Crore during last financial years (FY) i.e. year 2020-21 or current FY (2021-22) till 31st March 2022 2. Start-ups registered with Government of India are exempted from Turnover requirement 	<ol style="list-style-type: none"> 1. Audited Balance Sheet for the year 2020-21 Or 2. Certificate by Chartered Accountant Or 3. Startup registration certificate issued by Government of India
7.3	<p><u>Experience</u></p> <p>Bidder should have organised at least</p> <ul style="list-style-type: none"> • 10 events having participation of 3,000 users in past 1 year. or • 5 events having participation of 5,000 users in past 1 year • 2 events having participation of 10,000+ users in past 1 year • 1 event having participation of 20,000+ users in past 1 year 	<p>Letter of acknowledgement from client or Self-certificate countersigned by Chartered Account or Self-declaration with work order</p>

7.4	<u>Blacklisting</u> Bidder shall not have been blacklisted or debarred from tendering for corrupt or fraudulent practices or non-delivery, non-performance by Govt. of India and/or any State Government and/or any Central/State PSU at the time of bid submission date.	Self-certificate and/or Letter of Undertaking to this effect on company's letter head signed by company's authorized signatory.
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Criteria for Empanelment of Agencies

The bidder agencies qualifying the evaluation parameters as mentioned at 7.1, 7.2, 7.3 and 7.4 and among the top five in terms of financial competitiveness i.e. lowest price quote for **basic platform as a service cost [(Total Platform cost per day, as detailed in Clause 6, 1.a above) including basic web-app, speaker training and Support]** will be considered for empanelment for next 2 years, extendable by 2 years. For the award of work for future project, the technical presentation and financial quote will be sought project-wise from the empanelled agencies and after due diligence, the work will be awarded.

Financial Criteria for Award of Work regarding Digital India Week 2022

The basic platform as a service cost (Total Platform cost per day, as detailed in Clause 6, 1.a above) including basic web-app, speaker training and Support will be the sole financial criteria for the consideration of award of the work. The other costs have been taken for reference so that same can be availed in case of need. It will be based on consultation between NeGD and successful bidder (henceforth called the Partner Agency).

8. Quote Guidelines

1. The consortium is not allowed.
2. Regarding above section 6 regarding cost, the day wise price discovery will be given preference.
3. Regarding above section 7 regarding qualification criteria, the absence of documentary proof or deviation will cause disqualification.
4. The financial quote with password protection should be sent on rohilla.jai@semt.gov.in
5. Password can be shared during the opening of financial bid through online mode. The VC link will be shared separately through email after receiving the bids.

9. General Terms and Conditions

9.1 Personnel

a) The personnel assigned by the Partner Agency to perform the Services shall be employees of the Partner Agency, and under no circumstances shall such personnel be considered employees of NeGD or its nominated agencies. The Partner Agency shall have the sole responsibility for the supervision and control of its personnel and for payment obligations of such personnel's compensation, including salary, withholding of income taxes and social security taxes, workers' compensation, employee and disability benefits and the like and shall be responsible and accountable for all obligations of an employer according to Applicable Laws, rules and regulations.

b) The Partner Agency shall use its best efforts to ensure that sufficient personnel are assigned to perform the Services and those personnel have appropriate qualifications, skills and

c) experience to perform the Services. After discussion with Partner Agency, NeGD or its nominated agencies shall have the right to require the removal or replacement of any Partner Agency personnel deployed on the Project.

d) If NeGD or its nominated agencies requests that any Partner Agency personnel be replaced, the substitution of such personnel shall be accomplished.

e) If NeGD (or its nominated agencies) identifies any personnel of Partner Agency as “Key Personnel”, then the Partner Agency shall not remove such personnel from NeGD (or its nominated agencies) engagement under this project without the prior written consent of NeGD (or its nominated agencies) unless such removal is the result of an unavoidable circumstances including but not limited to resignation, medical leave, etc.

f) NeGD or its nominated agencies shall have the right to review and approve personnel identified/selected for deployment on this Project and Partner Agency’s plan for any such knowledge transfer. The Partner Agency shall maintain the same or higher standards for skills and professional Knowledge among replacement personnel as in those of personnel being replaced.

9.2 Independent Contractor

Nothing in this RFQ shall be construed as establishing or implying any partnership or joint venture between the Parties to this RFQ and, except as expressly stated in this RFQ, nothing in this RFQ shall be deemed to constitute any Parties as the agent of any other Party or authorizes either Party to:

a) Incur any expenses on behalf of the other Party.

b) Enter any engagement or make any representation or warranty on behalf of the other Party.

c) Pledge the credit of or otherwise bind or oblige the other Party; or

d) Commit the other Party in any way whatsoever without in each case obtaining the other Party’s prior written consent.

9.3 Sub-contractors

The Partner Agency shall not subcontract any work related to the core activities to be performed under this RFQ without NeGD’s prior written consent. It is clarified that the Partner Agency shall be the principal employer for all claims arising from the liabilities, statutory or otherwise, concerning the sub-contractors. The Partner Agency undertakes to indemnify the NeGD or its nominated agencies from any claims on any grounds whatsoever and in no way shall hold NeGD accountable.

9.4 Assignment

a) All terms and provisions of this RFQ and subsequent Contract with the successful bidder shall be binding and shall inure to the benefit of NeGD and their respective successors and permitted assigns.

b) Subject to clause mentioned above, the selected Partner Agency shall not be permitted to assign its rights and obligations, under the Contract, to any third party.

c) NeGD may assign or novate all or any part of the Contract and the Partner Agency shall be a party to such novation, to any third party contracted to provide outsourced services to NeGD or any of its nominees.

9.5 Trademarks and Publicity

Neither Party may use the trademarks of the other Party without the prior written consent of the other Party. Except as required by law or the rules and regulations, neither Party shall publish or permit to be published either alone or in conjunction with any other person, any press release, information, article, photograph, illustration or any other material of whatever kind relating to the Contract or the business of the Parties without prior reference to and approval in writing from the other Party; such approval not to be unreasonably withheld or delayed provided, however, that Partner Agency may include NeGD (or any of its nominees) in the lists for reference to third parties subject to the prior written consent of NeGD not to be unreasonably withheld or delayed. Such approval shall apply to each specific reference and relate only to that reference.

9.6 Variations and Further Assurance

Each Party to the Contract agrees to enter or execute, without limitation, whatever other Contract, document, consent and waiver and to do all other things which shall or may be reasonably required to complete and deliver the obligations set out in the Contract.

9.7 Severability and Waiver

If any provision of the Contract, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable; the illegality, invalidity or un-enforceability of such provision or part provision shall not affect the other provisions of the Contract or the remainder of the provisions in question which shall remain in full force and effect. The concerned Parties shall negotiate in good faith to agree to substitute for any illegal, invalid or unenforceable provision with a valid and enforceable provision which achieves to the greatest extent possible the economic, social, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision. No failure to exercise or enforce and no delay in exercising or enforcing on the part of either Party to the Contract of any right, remedy or provision of the Contract shall operate as a waiver of such right, remedy or provision in any future application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further exercise or enforcement of such right, remedy or provision or the exercise or enforcement of any other right, remedy or provision.

9.8 Compliance with Applicable Law

Each Party to the Contract accepts that its individual conduct shall (to the extent applicable to it) always comply with all laws, rules and regulations of government and other bodies having jurisdiction over the area in which the Services are undertaken. In case of changes in such laws, rules and regulations which result in a change to the Services, shall be dealt with as an exceptional situation with the objective to realign the part getting violated under the revised laws with minimal changes to achieve the objective existent prior to the change. For avoidance of doubt, the obligations of the Parties to the Contract are subject to their respective compliance with all local, state, national, supranational, foreign and international laws and regulations. The Partner Agency shall be responsible and accountable during the currency of the contract for all the statutory compliances, particularly, the ones related to user privacy, confidentiality, social & national security and financial integrity.

9.9 Professional Fees

All expenses incurred by or on behalf of each Party to the Contract, including all fees of agents, legal advisors, accountants and actuaries employed by either of the Parties about the negotiation, preparation and execution of the Contract shall be borne solely by the respective Party which incurred them.

9.10 Ethics

The Partner Agency represents, warrants and covenants that it has given no commitments, payments, gifts, kickbacks, lavish or expensive entertainment, or other things of value to any employee or agent of NeGD or its nominated agencies about the RFQ/Contract/Work Order and acknowledges that the giving of any such payment, gifts, entertainment, or other things of value is strictly in violation of NeGD standard policies and will result in termination of the Contract.

9.11 Entire Contract

The Contract with all Appendices and Schedules appended thereto, contents and specifications of the RFQ and all the corrigendum's/response to queries etc. that may be issued against this RFQ and the Bidder's offer including presentation and all supporting documents shall constitute the entire Contract between the Parties with respect to their subject matter, and as to all other representations, understandings or agreements which are not fully expressed herein, provided that nothing in this clause shall be interpreted so as to exclude any liability in respect of fraudulent misrepresentation.

9.12 Rights

NeGD reserves the right to cancel the RFQ at any stage before the actual work order.

9.13 Amendment

No amendment to the Contract shall normally be possible and allowed. Only under exceptional and unforeseen circumstances, amendments can be considered after due deliberations and requisite approvals at the appropriate levels in NeGD. Such amendments shall be made in writing and signed by the duly authorized repress of the parties to the contact.

10. Contact Details:

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