

# **Request for Proposal**

**for creation, hosting and maintenance of a  
multipurpose Virtual Interaction Platform for  
hosting Webinars, Conferencing, Exhibitions, etc.**

***Dated: February 08, 2021***

***Embassy of India, Paris***

## **Disclaimer**

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**Embassy of India, Paris, hereafter referred to as EOI,Paris reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Request for Proposal Application.**

**Embassy of India, Paris reserves the right, without any obligation or liability, to accept or reject any or all the bids at any stage of the process, to cancel or modify the process or change/modify/amend any or all provisions of this RFP Document, at any time, without assigning any reason whatsoever.**

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## **Section 1 : Objective of the RFP :**

The objective of the RFP is to create and host a virtual interaction platform for the exclusive use of the Embassy of India, Paris for the purpose of organizing webinars, conferences, seminars, exhibitions, B2B, etc. It also includes provision for annual maintenance contract (AMC) for one year and necessary adaptations, from time to time (during the AMC period), as per the Embassy's requirement in relation to the use of the platform for virtual interaction.

## **Section 2 : Scope of Work :**

The bidder is required to conceptualize, create and host the virtual interaction platform for the purpose of organizing webinars, conferences, seminars, exhibitions, B2B, etc. which matches a real 3D physical space. An indicative list of the features of the virtual platform is as under :-

- (a) **Accessibility:** On all platforms including mobile
- (b) **Design and conceptualization:** All design elements to replicate a real 3D physical space as if a big event was to be conducted in a physical space.
- (c) **Registration:** Detailed registration of users/participants & an auto response/reminder with provision to extract data in pdf/xls format.
- (d) **Privacy encryption:** Of all the data and adaptation of privacy terms per the extant GDPR Rules
- (e) **Video conferencing:** Of large number of participants (atleast upto 1000 participants with an option of scalability)
- (f) **Exhibition:** By specific companies/participants to display their products or services in a 3D interactive manner with features of connecting with exhibitors.
- (g) **Sideline Interactions/introductions:** To allow users to chat (both text and video) and exchange their business cards with each other.
- (h) **B2Bs:** Create separate virtual rooms to enable companies to have face to face meetings with each other.
- (i) **Presentations:** To make digital presentations in various formats.
- (j) **Multiple virtual rooms:** for conferences, webinars, exhibitions etc. to be designed in a 3D reality format including a 3D auditorium.
- (k) **Q&As:** By the users directly to the moderator/speakers .
- (l) **Recording:** Records each and every aspect and provides for downloading after the event.
- (m) **Language:** Provides for auto translation of text (include in chat feature) into major global languages.
- (n) **Integration with social media platforms:** for live/pre-recorded audio-visual streaming
- (o) **Bulk mailing:** Carrying out bulk or selective mailing to users based on work profiles (business, government , students etc.), geographies, sector etc.
- (p) **Refreshments:** Creating a virtual food stall with feature for ordering refreshments by users from actual restaurants in their vicinity.
- (q) **Server:** for the contract period
- (r) **Any other feature** which would further the objective and better or matches the latest softwares in the market for this purpose.



The bidder would also be required to maintain the virtual platform and provide technical support for necessary adaptations, from time to time, as per the Mission's requirement in relation to the use of the virtual platform for one year from the handing over of the platform. This will be covered under the AMC contract which will be signed separately before the handing over of the software. NO subcontracting – either of the software or of AMC is allowed and the Bidder's company must carry out the two on its own.

### **Section 3 : Terms of Reference**

Selection of the bidder shall be based on a **Quality and Cost Based Selection (QCBS)** system. The upper ceiling for financial bid is kept at **25,000 Euros**, including all taxes.

### **Section 4 : Schedule for Submission of the RFP**

<b>Sl. No.</b>	<b>Details of the process</b>	<b>Timeline</b>
1.	Date of publishing of the RFP and start date for submissions by bidders	09.02.2021
2.	Last date for seeking clarification	16.02.2021
3.	Last date for receipt of bids	01.03.2021
4.	Opening of technical bids	02.03.2021
5.	Opening of financial bids	Open
6.	Award of contract	Open
7.	Completion of work	Within 3 weeks of award of contract.

### **Section 5 : Address for communication**

All communications related to this RFP including the submission of the Proposal shall be addressed to:

Mr. Naman Upadhyaya  
 Head of Publicity Wing  
 Embassy of India, Paris  
 13-15 Rue Alfred Dehodencq  
 75016 Paris  
 Tel: 0033-1-40505014  
 E-mail: pic.paris@mea.gov.in

### **Section 6: Instructions to bidders**

#### **6.1 Bid submission Process**

##### **6.1.1 General Terms of Bid Submission**



The bidder should bear all the costs associated with the preparation and submission of his/her bid and EOI Paris will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The bids are to be submitted in English language as follows:

(a) **Digital Bidding:** The bidder should upload both technical and Financial bids at the CPP portal (<https://eprocure.gov.in/>)

(b) **Physical bidding:** Two copies of the Technical bid are to be submitted, one in original duly signed by the competent authority and the other a copy thereof. The bidder is also required to submit a softcopy of the Technical bid-documents (in MS Office formats) and ensure consistency between the hard-copy and the soft-copy that is submitted to EOI Paris in all respects. One hard copy of the Financial Bid would suffice and no soft copy of the Financial Bid is necessary. Financial bids of only those bidders will be opened who qualify in technical bid. The bids in English language should be signed by the person duly authorized to bind the company to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that the person is empowered to sign the tender documents and bind the company. All pages of the tender documents except printed brochures, if any, are to be signed by the authorized signatory.

The offers submitted should preferably not bear any corrections, alterations, over writings and additions. In such cases, the person/s signing the bid should authenticate such corrections.

The Proposal (Technical Proposal and Financial Bid) shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the person or persons who sign(s) the Proposal.

The signatory to the RFP should initial all pages of both Technical and Financial Bid.

The Technical Proposal shall be placed in a sealed envelope clearly marked "Conceptualization, Creation, Hosting and Maintenance of MULTIPURPOSE INTERACTIVE VIRTUAL PLATFORM". The Financial Proposal shall be placed in a sealed envelope clearly marked "Conceptualization, Creation, Hosting and Maintenance of MULTIPURPOSE INTERACTIVE VIRTUAL PLATFORM". The envelopes should be clearly addressed to Mr. Naman Upadhyaya, Head of the PIC Wing. All envelopes shall be placed into an outer sealed envelope bearing the submission address and marked "Technical Proposal + Financial Bid" - "Do not open except in presence of the Evaluation Committee."

Outer envelop	Technical Proposal + Financial Bid
Technical Proposal	Technical Proposal (separately sealed envelope)
Financial Bid	Financial Bid (Separately sealed envelope)



### 6.1.2 Submission Address:

Mr. Naman Upadhyay  
Head of Publicity & Information Wing  
Embassy of India, Paris  
13-15 Rue Alfred Dehodencq  
75016 Paris  
Tel: 0033-1-140505014  
E-mail: pic.paris@mea.gov.in

(c) As a last resort, Bid can also be sent **through mail** to [pic.paris@mea.gov.in](mailto:pic.paris@mea.gov.in), but two PDF documents of technical and financial bid must both be locked and PASSWORD protected. The password should be sent separately by email **on the closing date of the tender** i.e. 01 March 2021 by the time of closing the bidding **ONLY**. **Password must not be sent before that date**. Bids submitted through mail without password shall not be accepted.

Failure to furnish information required as per the RFP or submission of a bid not substantially responsive to the RFP in every respect will be at the bidder's risk and may result in rejection of the bid.

Any or all the offers may be accepted or rejected, in full or in part, without assigning any reason whatsoever.

EOI Paris may, at its discretion, abandon the process of the selection associated with this Request for Proposal (RFP) any time before notification of award.

The bids will be opened by the Evaluation Committee comprising representatives of the Embassy of India, Paris. The authorized representatives of the bidding company shall have the option to be present at the time of opening of the financial bid. Only one representative will be allowed to represent any company.

Responses must clearly state the validity period of the bids. The bid must be valid for a minimum period of 90 days.

All responses including Technical Proposals and Financial Bids would be deemed to be irrevocable offers / bids from the bidder and may, if accepted by EOI Paris, form the basis for the final contract between EOI Paris and the bidding company.

Bidding companies are advised to attach a letter from an authorized signatory attesting the veracity of the information provided in the response.

Any Technical or Financial Bid submitted cannot be modified after the closing date. However, the bidding company may modify or withdraw its offer after submission but prior to the closing date and time. EOI Paris concludes that there shall be no extra costs associated with the same other than the cost quoted by them.

EOI Paris reserves the right to accept or reject any and all bids, to revise the RFP, to request one or more re-submissions or clarifications from one or more bidders, or to cancel the process in part or whole. Each party shall be entirely responsible for its own costs and



expenses that are incurred while participating in the RFP and subsequent presentations and contract negotiation processes.

The bidders submitting the responses should note that they should abide (in true intent and spirit) by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the bidders, such bids may be disqualified and may not be considered for the selection process.

The RFP and all supporting documentation/templates are the sole property of EOI Paris.

By submitting a signed bid, the bidder certifies that:

- The bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.
- The prices in the financial bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.
- No attempt by the bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.

Each bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with EOI Paris. In case such conflicts of interest do arise, the bidder must indicate the manner in which such conflicts can be resolved

EOI Paris is not responsible for any assumptions or judgments made by the bidders for arriving at any type of sizing, costing etc. EOI Paris at all times will benchmark the performance of the bidder to the RFP documents and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the bidder must make good the same at no extra costs to EOI Paris, in order to achieve the desired service levels as well as meeting the requirements of these documents.

The bidder represents and acknowledges to EOI Paris that it possesses necessary experience, expertise and ability to undertake and fulfil its obligations, under all phases involved in the performance of the provisions of this RFP.

EOI Paris shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. EOI Paris reserves the right to make any changes in the terms and conditions of this RFP. EOI Paris will not be obliged to meet or discuss to any representations on the decision.

The bidder is responsible for managing the activities of its personnel and will be accountable for both its own activities and those of its personnel.

EOI Paris shall inform the bidder of all breaches and claims of indemnification and shall grant the bidder sole authority to defend, manage, negotiate or settle such claims; and make available all reasonable assistance in defending the claims (at the expense of the bidder). The written demand by EOI Paris as to the loss / damages mentioned above shall be final,



conclusive and binding on the bidder and the bidder shall be liable to pay on demand the actual amount of such loss / damages caused to EOI Paris.

### **6.1.3. Two stage bidding process**

For the purpose of selection of the successful bidder, a two-stage bidding process will be followed.

The response to the present tender is to be submitted in two parts, i.e. the Technical Proposal and the Financial Bid in separate sealed covers. The bidder will have to submit the 'Technical Proposal' separately from the 'Financial Bid'.

The 'Technical Proposal' will contain the exhaustive and comprehensive details of its experience, expertise followed by approach, methodologies, assertions, documents and any other collateral the bidder would want to submit to EOI Paris.

The 'Financial Bid' will contain the pricing information alone- of the software as well as the AMC.

### **6.1.4 Right to accept / reject any applications**

EOI Paris reserves the right to accept or reject any or all applications and to annul the qualification process at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

### **6.1.5 Amendment of RFP document**

- At any time, prior to the deadline for submission of Applications, EOI Paris either on its own or on request of the bidder may amend the RFP documents by issuing addendum or addenda. These addenda shall be uploaded on the e-procurement portal of the Government of India and shall be treated as a part of the RFP Documents.
- EOI Paris may, at its discretion, extend the deadline for the submission of applications.

## **6.2 Conflict of Interest**

The bidder shall not receive any remuneration in connection with the assignment except as provided in the contract. The bidder and its affiliates shall not engage in similar activities that conflict with the interest of EOI Paris.

## **6.3 Preparation of Proposal**

### **6.3.1 Instructions related to Technical Proposal**

The Technical Proposal should furnish the following information,

- Brief profile of the organization/firm.
  - Relevant experience/clientele in conducting such analysis.



- Documents supporting the size of the company, presence in France and India and other countries; service portfolio, fee structure, discounted fee structures or free service package and reference companies should be presented with the Technical Bid.
- Detailed technical approach note towards the execution of the project, team deployment plan, methodology of work plan for performing the project. It should also highlight the problems to be addressed along with their importance and explain the technical approach the bidder will adopt to address them.

The suitability of bidder for undertaking the job will be decided on the basis of overall capacity of the organization and relevant experience in similar field and capabilities and experience of professionals selected for taking up the task

Failure to comply with the prescribed requirements for evaluation of the proposals shall make the proposal liable to be rejected and the evaluation of Financial Bid shall not be undertaken.

### 6.3.2 Instructions related to Financial Bid

In preparing the financial proposal, bidders are expected to take into account the various requirements and conditions stipulated in this RFP document. The Financial Bid should be in the form of a lump-sum quote as service fees which the bidder would charge EOI Paris for the entire Project inclusive of all the costs including taxes, applicable service tax, travel costs, if any, associated with the Project etc. for the entire project duration. EOI Paris will not reimburse any other expenses other than what is quoted as lump-sum in the Financial Bid. The entire amount shall be paid after the satisfactory completion and handing over of the software to the Embassy of India, Paris. No advance payment shall be made.

The bidder should quote separately for (i) conceptualization, creation, server, and hosting of the virtual platform and the (ii) Annual Maintenance Contract (AMC) as per format below:

Sl. No.	Description of work	Amount
1.	Conceptualization, creation, server and hosting of the virtual platform	Quote : Euro VAT amount : Euro Total amount: Euro
2	Annual Maintenance Contract (AMC) for one year period from the date of hosting which also includes all necessary graphical and technical adaptation for all the virtual events during the contract period and full technical support before, during and after each event.	Quote : Euro VAT amount : Euro Total amount : Euro

The Financial Bid shall be in Euros only. The total amount indicated in the financial proposal shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial Bid, it shall be considered non-responsive and liable to be rejected.



For the purpose of clarification, it is clarified that the bidder will mention the net cost and the VAT thereof. The EOI Paris will only be responsible for reimbursing the net cost plus VAT quoted in the financial proposal only after the submission of the final report. Bidder must do their due diligence about the tax implications and the EOI Paris will not be liable for any tax incident other than the applicable VAT. No variation on amount of tax/other costs would be accepted in the AMC component for the duration of the contract.

If EOI Paris wishes to extend the validity period of the financial proposals, it may ask the bidder to extend the validity of their proposals for a stated period. Bidder, who do not agree, have the right not to extend the validity of their proposals.

## **6.4 Submission, Receipt and Opening of Proposal**

**6.4.1 Withdrawal of Proposals:** No modification or substitution of the submitted Proposal shall be allowed after the due date for submission of proposals. A bidder may withdraw its Proposal after submission, provided that the written notice of the withdrawal is received by EOI Paris before the due date of submission of Proposals. In case a bidder wants to re-submit their Proposal, the bidder shall submit a fresh Proposal, following all the applicable terms and conditions prescribed in this RFP.

**6.4.2 Submission deadline:** The completed Technical and Financial Proposal must be delivered at the submission address/CPP/mail as per aforementioned rules on or before the Bid Submission Date of 01<sup>st</sup> March 2021 before 17.00 Hrs. (CEST). Any Proposal received after the closing time for submission of proposals will not be considered.

After the deadline for submission of proposals the Technical Proposal shall be opened by the Evaluation Committee set up by EOI Paris to carry out the technical evaluation. The financial bids shall remain sealed till then.

## **6.5 Evaluation of Proposal**

### **6.5.1 General**

The proposal shall be first evaluated on the basis of its response to the information documents sought in the RFP document. In case of any material deficiencies in providing the information/ documents in technical proposal and in case any assumption or condition is indicated in the financial bid, it shall be considered non-responsive and liable to be rejected.

After the submission of proposal till the contract is awarded, if any bidder wishes to contact the EOI Paris on any matter related to its proposal, it should do so in writing at the proposal submission address mentioned above. Any effort by the firm to influence the EOI Paris during the proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the bidder's proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until technical evaluation, is concluded.



### 6.5.2 Evaluation of Technical Proposals

The Evaluation Committee appointed by EOI Paris will carry out the evaluation of proposals on the basis of their responsiveness to the RFP, applying the following evaluation criteria and point system. Each responsive proposal will be given a technical score. Technical Proposals will be evaluated first in terms of responsiveness to the RFP and it will be based on the following criteria:

Sl. No.	Heading	Description	Points Allotted
1.	Firm size and experience	Proven and demonstrable domain experience in terms of number of years and clientele	<b>30</b>
2.	Project conceptualization, Methodology, approach, and work plan	Creativity, innovation and design concept	<b>30</b>
		Technical approach and methodology for executing the project (including incorporation of digital resources, graphic representation, animations etc.)	<b>40</b>
Grand Total			<b>100</b>

If required by EOI Paris, the bidders will be required to make presentations to the Evaluation Committee on their overall approach and project delivery plan during the evaluation of Technical Proposal.

The Minimum Technical Score required to qualify is: 75 Points out of 100.

A proposal will be considered unresponsive and shall be rejected at this stage if it does not contain the details as required in this RFP document or if it fails to achieve the Minimum Technical Score.

### 6.6 Opening and Evaluation of Financial Bids and Award of Contract

After Evaluation of Technical Bids by the Evaluation Committee, the EOI Paris shall open the Financial Bids of only the qualified bidders on a specified date. A representative of the bidding company shall have the option to be present at the time of opening of financial bids at EOI Paris. The time and date for the same will be intimated.

The Evaluation Committee of EOI Paris will determine whether the financial bids are complete, unqualified and unconditional. The Financial Proposals shall be opened publicly in the presence of bidder's representatives who have opted to attend. The name of the bidders, their technical scores and the proposed prices shall be read aloud and recorded when the Financial Bids are opened.

Proposals will be ranked according to their technical scores, after which the bid shall be awarded to the L1 or the lowest financial bidder, provided all conditions are met and in order.

## **6.7 Corrupt or Fraudulent Practices**

EOI Paris requires that bidders under this contract observe the highest standard of ethics.

EOI Paris will reject a bid for award of contract, if it has determined that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

## **6.8 Confidentiality**

The selected bidder may have access to some confidential information for the purpose of the project implementation. The bidder shall take all precautions necessary to keep the information totally confidential and under no circumstances it will be disclosed to any third party or competitors, which shall otherwise render himself liable for disqualification/premature termination of contract apart from other legal action as may be warranted for any laxity on his part. EOI Paris is entitled to be indemnified by the selected bidder for any loss/damage to reputation and / or for any breach of confidentiality before and during the course of contract wherever applicable.

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