ASSAM POLICE HEADQUARTERS
ULUBARI, GUWAHATI

NOTICE INVITING TENDER

NIT No. S/V-691/2018-19/APSSM Centre/3 Dated Guwahati, November 15, 2018

Sealed tender on plain papers affixing (in Technical Bid) non-refundable court fee stamp of Rs. 8.25 (Rupees eight and Paise twenty-five only) is invited from intending from bonafide organisations, reputed firms, consultants etc. having experience in similar nature of work for Involvement of a dedicated agency to manage the social media platforms of Assam Police.

The Last date of the submission of tender is on 05-12-2018 upto 15.30 hours.

The intending bidders may collect tender paper/documents on payment of Rs. 500/- (Rupees Five Hundred only) through BANK DRAFT payable in favour of the Addl. DGP (M & L), Assam on any working day during office hours up to 04-12-2018. They may also download the NIT from the Assam Police Website https://police.assam.gov.in. In that case the bidder will have to deposit the cost of tender document at the time of submission of the tender.

Bidders are requested to read the instructions contained in Tender DOCUMENT very carefully as defective tenders are liable to be cancelled.

Credentials & Pre-qualifications of the Bidder

a) The responding Bidder should be registered under statutes of India. The organization should be of repute and be incorporated/registered in India

b) The bidder should not have been blacklisted by any Central/State Government/Public Sector Undertaking for the tendered item and/or any other item. An undertaking in this regard should be submitted by the bidder otherwise the bid shall be summarily rejected.

c) If the selected firm is found/detected Blacklisted by any Central/State Government/Public Sector Undertaking (for the tendered item or any other item) at any stage of procurement process, the acceptance of the selected firm and/or the supply order etc., if issued would be treated as cancelled and the contract in whole will be terminated with immediate effect without any intimation to the concerned firm.

d) The EMD will be forfeited and Assam Police Hqrs. reserves the right to initiate proceedings against the selected vendor. The decision taken by Assam Police Hqrs. authority in the matter will be treated as full & final in this regard.

e) Bidder should not be insolvent, in receivership, bankrupt or being wound up, their affairs are not being administered by the Court or a judicial officer, their business activities have not been suspended and should not be the subject of legal proceedings of any of the foregoing.

f) Bidder should not have been convicted of any criminal offence related to professional conduct or the making of false statement or misrepresentation as to their qualifications.

g) The bidder should have a PAN (Permanent Account Number) registered with the Income Tax authorities in India.
h) The bidder should have in its name GST Registration number in India.

INSTRUCTIONS FOR GUIDANCE OF BIDDERS

a) Tender must be addressed to the Addl. DGP (M & L), Assam Police Hqrs., Ulubari, Guwahati - 781007. It should be superscripted “Involvement of dedicated agency managing the social media platforms of Assam Police.”

b) Intending bidders have to deposit the Earnest Money of Rs. 50,000.00 as mentioned against the tendered item along with the sealed tender. Deposit should be made in favour of Addl. DGP (M&L), Assam in the form of NSC/FDR/ Irrevocable Bank Guarantee from any Nationalised/Scheduled Bank. Bidders eligible for exemption of EMD as per Government rule may avail the same and necessary documents regarding the exemption of EMD must be enclosed with their bid documents.

c) Any claim of GST/ST or any other prevalent taxes & duties, if applicable, should be clearly mentioned against the rate of item. The amount of such taxes & duties, if required should be shown separately. All bidders are requested to submit GST Registration Certificate in support of their claim for GST.

d) If any bidder disregards these instructions, their tender will be rejected. The department accepts no responsibility for the same.

e) The Assam Police Hqrs. does not bind itself to accept the lowest or any tender, not to assign any reason for non-acceptance.

f) Any attempt of canvassing on the part of a bidder will render their tender liable to rejection summarily.

g) Successful bidders will be required to execute at their own cost a duly stamped Agreement in the prescribed Form within a Stipulated period after they are notified about the acceptance of the tenders and Security Deposit at prescribed rates in the form of Bank Deposit receipt etc. duly pledged in favour of the Addl.DGP (M&L), Assam should be deposited otherwise firm may be black listed.

h) All bidders shall submit along with their tender, copy of the valid Trade License, Sales Tax Clearance Certificate and valid document of Professional Tax & GST Registration No. Tenders received without such certificates will not be considered. Credentials as to previous contracts held by the bidders with any other department of Government should also be enclosed as well.

CONDITIONS

a) In the event of the Bidder failing to make a security deposit in manner hereinafter mentioned, the Assam Police Hqrs. may, at his discretion, forfeit the earnest money lodged with this tender and cancel the acceptance of the tender.

b) On completion of Tender formalities, Letter of Acceptance (LoA) will be issued in favour of the selected bidder. The Tender will remain valid for 01 (one) year from the date of issuance of LoA and the selected bidder will be bound to supply of the tendered item as per rate fixed by the manufacturer(s) concerned from time to time with special rebates, if any, allowable for Assam Police. The bidders are therefore advised to inform fluctuation
of rates, if any in respect of the items(s) to be supplied from time to time as decided by the concerned manufacturer(s).

c) The Bidder shall have to deposit equivalent to a sum equal to 5% (five percent) of the total value of the Supply/Firm Order (excluding admissible Taxes/GST) as Security Deposit (covering the entire Warranty period) in a NSC pledged to the Addl. DGP (M&L), Assam or produce Bank guarantee or FDR (of Nationalized/Scheduled Bank) and execute an Agreement within 10 days from the date of issue of the Supply/Firm Order failing which the Letter of Acceptance (LoA) may liable to be cancelled.

d) The Assam Police Hqrs. may accept the tender in respect of all the products/works tendered for, or any of them, or any part of all or any of them, by notifying the Bidder accordingly in the acceptance and the tender shall thereupon be considered as a tender for the quantity so accepted.

e) The Bidder shall be liable to execute the work as per agreement mutually agreed upon against placement of order of work from time to time by the Assam Police Hqrs. within the time specified in the respective order. The Assam Police Hqrs. reserves the right for placement of supply/firm order at any time during the validity period of the tender and the bidder is bound to supply of the tendered item as per accepted rate of the respective tender. The Bidder shall have to deposit equivalent to a sum equal to 5% (five percent) of the total value of the Work/Firm Order (excluding admissible Taxes/GST) as Security Deposit against each Work/Firm Order. Security Deposit Orders marked “URGENT” shall have to be complied with by the Bidder even within 36 hours after receipt thereof.

f) If the Bidder by any cause, other than his own neglect or default, be prevented or delayed from executing the work as aforesaid, the periods provided in clause may be extended by the Assam Police Hqrs. on being satisfied that reasonable grounds exist for such extension.

g) The Bidder shall provide, at his own expense, all hardware, software, tools, plant, implements, and the like as will be necessary for the due performance of the contract. No claim on these accounts shall be entertained.

h) This contract shall not be sublet either wholly or partly without the written permission of the Assam Police Hqrs. and on breach of this provision the Assam Police Hqrs. may determine the contract and forfeit the Security Deposit and the Bidder shall have no claim for loss thereby resulting to him on any account whatsoever.

i) Any breach by the Bidder of any of the terms of the contract the Assam Police Hqrs. may, in addition to recovering any loss sustain, terminate the contract on seven days notice to the bidder. The decision of the Assam Police Hqrs. shall be the final on all questions as to the extent, meaning or construction of the said schedule or any descriptions, prices or other matters therein mentioned.

j) Where this contract is made with a firm, the act of any partner in the firm whether in breach or performance of the contract, shall be binding on the firm.

k) In the event of failure to execute the work as agreed upon by the bidder, such products will be done elsewhere without notice to the bidder on the account and at the risk of the bidder. Bidder shall be liable for any loss which the Government may sustain on that account but the bidder shall not be entitled to any gain on purchase made against default.
l) The tender shall comprise of two bid systems – (i) Technical Bid & (ii) Financial Bid. The Technical Bid will be opened first and if it is found technically suitable and/or feasible, only then the Financial Bid will be considered. Otherwise the entire Bids (Technical, Financial) will be treated as cancelled. Technical Bids & Financial Bids shall be evaluated by Technical/Tender Committee.

m) The Assam Police Hqrs. reserves the right to invoke and/or cancel the Work Order, if situation so warrants or the terms and conditions are not complied with, without assigning any reason thereto.

n) Tender would be evaluated in a two-bid system.

o) As far as the tender procedure is concerned, there are several stages for sanctions and grounds for Blacklisting which are usually accepted. Requirement of work may be enhanced as per necessity.

p) At the stage of competitive bidding - on the ground of –

- Submitting false documents as far as the eligibility criteria are concerned,
- Submission of bid which involves concealment/suppression of facts in the bids in order to influence the outcome of eligibility screening or any other stage of open bidding.
- Unauthorized use of one’s name or the name of any other firm for the purpose of bidding,
- Withdrawal of a bid, or refusal to accept an award, or enter the contract with the Govt. without justifiable cause, after he had been adjudged as having submitted the lowest responsive bid,
- Refusal or failure to post the required performance security within the prescribed time, as indicated in the detailed tender notice.
- Refusal to clarify in writing its bid during post qualification within the prescribed period as contained in the detailed tender notice from receipt of the request for clarification.
- Any documented unsolicited attempt to unduly influence the outcome of bidding in his favour.
- All other acts that tend to defeat the purpose of competitive bidding which is contrary to financial rules of the Government e.g. habitual withdrawing from bidding except a valid reasons, not complying with the requirements during bid evaluation.

q) At the stage of contract implementation – on the ground of –

- Failure on the part of the firm to execute the work as per Work Order due solely to his fault or negligence within the prescribed period as mentioned in the detailed tender notice.
- Failure on the part of the firm/company to fully and faithfully comply with the contractual obligations without valid cause or failure to comply with any written lawful instruction of
the procuring entity or its representative(s) pursuant to the implementation of the contract.

- Assignment and sub-contracting of the contract or any part thereof.
- Unsatisfactory progress in the works.
- Any other reason, which the procuring entity deems it logical to include in the contract, duly agreed by the selected bidder/firm.
- Failure of work within the stipulated period of time to be mentioned in the Work Order.

r) Disputes and Arbitration – In case of any dispute or differences, breach and violation relating to the terms of this agreement, the said dispute or difference shall be referred to the sole arbitration of Assam Police Hqrs. or any other person appointed by him. The award of the arbitrator shall be final and binding on both the parties. In the event of such arbitrator to whom the matter is originally referred to vacates his office on resignation or otherwise or refuses to do works or neglecting his work or being unable to act as arbitrator for any reason whatsoever, the Assam Police Hqrs. shall appoint another person to act as arbitrator in the place of outgoing arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor. The Bidder will have no objection in any such appointment that arbitrator so appointed is employee of Assam Police. The adjudication of such arbitrator shall be governed by the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof. The arbitration shall be held within the jurisdiction of Hon’ble High Court of Guwahati.

s) In case of GST Registration Certificate under the Govt. of Assam/Clearance Certificate, the existing order of Finance Deptt. shall be followed.

t) The Bidder is desirable to have an office in Assam and service delivery centre at Guwahati. The Bidder should mention in detail their support infrastructure including address, contact phone no., fax no., e-mail ID etc. and modalities by which fast response to maintenance calls and minimum downtime will be ensured.

u) Bidders shall have to submit the rate as per requirement. Tax and duties separately shall have to be mentioned in the columns provided for the purpose.

Scope of Work

a) The purpose of the Tender is to invite interested organizations with proven credentials to bid as content providers - text, image, video, animation, creatives, etc for the Assam Police Social Media presence, which includes Facebook, Twitter, YouTube, Instagram and any other social media platform relevant to engaging in a positive manner with the citizens.

- Make the platform multilingual --- as content will have the potential of much more engagement and interaction by the users of this page. Stories are to be done in multilingual format so that quite a satisfactory engagement as compared to the other stories can be achieved.

- Change the cover periodically – The cover image needs to be visually attractive as well as relevant to give either a holistic imagery of the department’s activities or can pertain to any specific incident/ cause/ awareness etc.
• Issue Advisories: Text, artwork, creatives and short videos on public awareness, across the entire spectrum of Police services are to be uploaded periodically.

• Issue Updates: Can be given in a colorful banner. This will help them to be visually more attractive and catch the attention of readers. Creative templates on updates are to be are provided as and when required. Necessary creatives should be done after getting the relevant inputs.

• Present human stories: consisting of the achievements of individuals, in the force, which go beyond the call of duty. This could be a combination of text, photographs, creatives and short videos (social platform friendly).

• Present special events: Stories on special events by Assam Police as and when available from the department.

• Showcase the use of Technology and Special Units by Assam Police.

• Showcase special achievements of Assam Police.

• Present special Mascot or Idea campaigns. Ideating, creative content for special campaigns as and when required.

• Create interfaces including for feedback on different Social Media Platforms for public interface as well as run them.

ELIGIBILITY CRITERIA

The bids must be complete in all respects and should cover the entire scope of work as stipulated in the Tender document. The invitation to bid is open to all bidders who qualify under the eligibility criteria given below:

<table>
<thead>
<tr>
<th>Sl.</th>
<th>Clause</th>
<th>Documents Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The bidder should be a registered firm. The company/agency must be</td>
<td>Valid documentary proof of:</td>
</tr>
<tr>
<td></td>
<td>registered with appropriate regulatory authorities for all applicable</td>
<td>• Trade License / Certificate of Incorporation</td>
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<tr>
<td></td>
<td>statutory duties/taxes.</td>
<td>• Address at Guwahati</td>
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<tr>
<td></td>
<td></td>
<td>• 15 digit valid GSTIN number.</td>
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<tr>
<td></td>
<td></td>
<td>• Tax registration number.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Income Tax registration/PAN number</td>
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<tr>
<td>2.</td>
<td>The Bidder shall commit that the key personnel to be employed for the</td>
<td>• Self-certification must be produced</td>
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<tr>
<td></td>
<td>project have sufficient experience in similar type of work and that</td>
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<td></td>
<td>once assigned to the project will not be moved out of it, except for</td>
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<td></td>
<td>reasons beyond the control of the bidder</td>
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<td>3.</td>
<td>The Bidder should have expertise in the Social Media or related fields</td>
<td>• Provide relevant proof</td>
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<td></td>
<td>for implementing the project.</td>
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<td>4.</td>
<td>Bidder should have strong expertise in social media using different</td>
<td>• Provide e-portfolio</td>
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<tr>
<td></td>
<td>platforms like Facebook, Twitter, YouTube, Instagram and others being</td>
<td></td>
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<tr>
<td></td>
<td>run by Assam Police.</td>
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</tbody>
</table>
5. The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government Agency. Declaration to be submitted in this regard by the authorized signatory of the bidder.

6. The duration of initial contract would be for one year with renewal provision. The vendor must be equipped enough to sustain their service for the period without any break of impediments.

7. Companies/Agencies should have sufficient arrangement for content writing round the clock on any issues in the all recognized regional languages and English. Declaration to be submitted in this regard by the authorized signatory of the bidder.

8. Vendors will submit a notarized certificate under the name, signature and seal of authorized signatory, stating that the information submitted by them is correct and they will abide by all Terms & Conditions of Assam Police. Bidder should submit a notarized certificate under the name, signature and seal of authorized signatory, stating that the information submitted by them is correct and they will abide by all Terms & Conditions of Assam Police.

The vendor must fulfil the above eligibility criteria / pre-qualification conditions. Technical bid of vendors fulfilling the pre-qualification conditions will be evaluated by the duly constituted Evaluation Committee. Bids of vendors not fulfilling the pre-qualification conditions given above will be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances. The authority reserves the right to verify/confirm all original documentary evidence submitted by vendors in support of above mentioned clauses of eligibility criteria.
Important Time Schedule – (date & time schedule)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Particulars</th>
<th>Date &amp; time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Date of uploading of N.I.T Documents</td>
<td>Online (publishing date)</td>
</tr>
<tr>
<td>2</td>
<td>Documents download/sell start date(online)</td>
<td>.......... at 18.55 hours</td>
</tr>
<tr>
<td>3</td>
<td>Documents Download/Sell End date(online)</td>
<td>.......... at 15.00 hours.</td>
</tr>
<tr>
<td>4</td>
<td>Bid submission start date</td>
<td>.......... at 17.00 hours</td>
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<tr>
<td>5</td>
<td>Bid submission closing date</td>
<td>.......... at 15.00 hours.</td>
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<tr>
<td>6</td>
<td>Bid opening date (Technical)</td>
<td>.......... at 15.00 hours.</td>
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</tbody>
</table>

Bid opening Location – Assam Police Headquarters, Ulubari, Guwahati – 781007.

BILL OF MATERIALS

<table>
<thead>
<tr>
<th>SL. NO.</th>
<th>Name of the Work</th>
<th>Requirement</th>
<th>EMD AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Managing the social media platforms of Assam Police. (Terms &amp; conditions including others as per tender document)</td>
<td>1-Unit</td>
<td>Rs 50,000/-</td>
</tr>
</tbody>
</table>

(For further information regarding the tender, Office of the Addl. DGP (M & L), Assam Police Headquarters, Ulubari, Guwahati may be contacted).

I. Submission of Tenders –

Tenders are to be submitted to the Office of the Addl. DGP (M & L), Assam Police Headquarters, Ulubari, Guwahati in two folders at a time, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time.

A) Technical Proposal – The Technical proposal should contain copies of the following in two covers.

a) Statutory Cover Containing the following documents –

\[\text{i) NIT}\]

\[\text{ii) TECHNICAL AND ANY OTHER DOCUMENTS}\]

\[\text{iii) AGREEMENT PAPER}\]

\[\text{iv)CHECK LIST DULY FILLED.}\]

b) Non-statutory Cover Containing the following documents (OID)-

<table>
<thead>
<tr>
<th>Sl.</th>
<th>Category Name</th>
<th>Sub-Category</th>
<th>Detail(s)</th>
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<tr>
<td>No.</td>
<td>Description</td>
<td>Detail(s)</td>
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<tr>
<td>A.</td>
<td>Certificate(s)</td>
<td>Certificate(s)</td>
<td></td>
</tr>
<tr>
<td>B.</td>
<td>Company Detail (s)</td>
<td>Company Detail</td>
<td></td>
</tr>
<tr>
<td>C.</td>
<td>Credential</td>
<td>Credential</td>
<td></td>
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<tr>
<td>D.</td>
<td>Balance Sheet</td>
<td>Last Year</td>
<td></td>
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<tr>
<td>E.</td>
<td>EMD</td>
<td>EMD to be submitted online and exemption certificate to be uploaded, if exempted for the similar nature of job.</td>
<td></td>
</tr>
</tbody>
</table>

B) Financial Proposal –

The bidder is to quote the rate in INR only. If any bidder is exempted from payment of EMD, copy of relevant Assam Government Order needs to be furnished.

C) Delivery:

The delivery period shall in no case exceed thus the stipulated period as per Work Order. The Assam Police Hqrs. reserve the right to extend the delivery period against any satisfactory reason thereafter.

D) Payment:

The mode of payments to be made in consideration of the work to be performed by the bidder shall be as follows:

- Payment will be made on monthly basis after satisfactorily execution of the work.

Opening & Evaluation of tender – Opening of Technical Proposal –

A Tender Committee comprising Senior Officers of Assam Police appointed by the authority will open the Technical Bid.

1. Intending bidders may remain present if they so desire.
2. Cover for Statutory Documents will be opened first and if found in order, cover for Non-Statutory Documents will be opened. If there is any deficiency in the Statutory Documents the tender will summarily be rejected.

3. During evaluation the committee may summon of the bidders & seek clarification / information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

Opening of Financial Proposal –

1. The financial proposal should be in one cover. The bidder is to quote the rate in INR only.

2. Price bid of the technically qualified bidders will be opened.

If any bidder fails to produce the original copies of the documents like Completion Certificates and any other documents on demand of the “Tender Evaluation Committee” within a specified time frame THEN their bid will be cancelled.

Rejection of Bid – Tender shall be cancelled for non submission of relevant papers.

The Assam Police Hqrs. reserves the right to reject any/or all the tendered rates without assigning any reason and not to place any orders even after selection and is not liable to pay any cost that might have incurred by any bidder at the stage of bidding. The Assam Police Hqrs. does not bind himself to accept the lowest rate.

Award of Contract –

The Bidder whose Bid has been accepted will be notified by the Tender Inviting & Accepting Authority through acceptance letter / Letter of Acceptance. The notification of award will constitute the formation of the Contract.

The Agreement in prescribed format will incorporate all agreements between the Tender Accepting Authority and the successful bidder. All the tender documents including N.I.T. will be the part of the contract documents. After receipt of Letter of Acceptance, the successful bidder shall have to submit requisite copies of contract documents stated in Sl. No. 1 of N.I.T. along with requisite cost through Demand Draft issued from any nationalized bank in favour of Addl. DGP (M & L), Assam for the concerned work within time limit to be set in the Letter of Acceptance.

Sd/-
Addl. Director General of Police (M & L)
CHECK LIST

NIT No: ………………

NAME OF THE BIDDER/FIRM:

……………………………………………………………………………………………………………………………

FULL ADDRESS OF THE FIRM / BIDDER ( FOR COMMUNICATION):

……………………………………………………………………………………………………………………………………

E-MAIL ADDRESS:

……………………………………………………………………………………………………………………………………

CONTACT PERSON RELATING TO THIS TENDER WITH MOBILE NO:

……………………………………………………………………………………………………………………………………

TENDERING AS: (STATUS OF THE FIRM SHOULD BE GIVEN):

……………………………………………………………………………………………………………………………………

DETAILS TO BE GIVEN

<table>
<thead>
<tr>
<th>SL NO</th>
<th>ITEMS</th>
<th>PLEASE MARK</th>
<th>FOR USE OF THE BIDDERS</th>
<th>REMARKS (FOR OFFICE USE ONLY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>EMD IN FAVOUR OF THE ADDL. DGP (M &amp; L), ASSAM AS PER NIT</td>
<td>YES NO</td>
<td></td>
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<td>2</td>
<td>COPY OF THE LATEST TRADE LICENCE</td>
<td>YES NO</td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>COPY OF LATEST PROFESSIONAL TAX CHALLAN /ENROLMENT CERTIFICATE</td>
<td>YES NO</td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>COPY OF PAN CARD/I T Return (PAN NO TO BE MENTIONED)</td>
<td>YES NO</td>
<td></td>
<td></td>
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<tr>
<td>5</td>
<td>COPY OF GST/CST REGISTRATION &amp; ACKNOWLEDGEMENT</td>
<td>YES NO</td>
<td></td>
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<tr>
<td>6</td>
<td>CREDENTIALS (Authorisation from respective manufacturers ,if any)</td>
<td>YES NO</td>
<td></td>
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<td>7</td>
<td>Compliance sheet</td>
<td>YES NO</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Description</td>
<td>YES</td>
<td>NO</td>
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<td>8</td>
<td>Certificates as mentioned must be Submitted, if any.</td>
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<tr>
<td>9</td>
<td>Rate must be quoted in INR</td>
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<tr>
<td>10</td>
<td>Whether Blacklisted by any Govt. Agency</td>
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</tbody>
</table>

Note: 1) The bidders are requested to see that all of the above columns are filled up properly.

2) If any of the information furnished above are found to be false, action as per tender rule will be initiated.