

**Request for Proposal (RFP)
for
Engagement of Agency for Design,
Development, and Execution of
Quizzes
on
MY Bharat Platform**

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Sr. No	Key Information	Details
1	Assignment Title	Request for Proposal (RFP) For Engagement of Agency for Design, Development, and Execution of Quizzes On MY Bharat Platform
2	RFP—issued by	Digital India Corporation (DIC). Express Corporate Park, 6th Floor Plot No. 15, 16, Film City Sector 16A, Noida, Uttar Pradesh – 201301
3	Location	New Delhi
4	Method of selection	QCBS
5	Date of RFP Floating	13th May 2026
6	Date of Pre-Bid Query Submission	18th May 2026 Queries to be submitted as per Prescribed format in Annexure XIII to the email. To: harisharma.dic@digitalindia.gov.in CC: satyavir@digitalindia.gov.in
7	Reply to Pre-Bid Query	21th May 2026
8	Last date of Submission of RFP	28th May 2026
9	Technical Bid Opening	29th May 2026
11	Financial Bid Opening	Will be notified to Qualified Bidders
12	Language of bid submission	The Bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidders and DIC shall be written in English. Supporting documents and printed literature furnished by the Bidders may be in another

Sr. No	Key Information	Details
		language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information/documents supplied in another language without proper translation shall be summarily rejected.
13	Bid validity	Proposals must remain valid up to 60 days from the last date of submission of the Bids.
14	Term period of services	This contract is for 9 months . The extension, if any, will be granted based on any variation in scope of work/deliverables as assessed and approved by the competent authority.
15	Currency	Currency in which the Bidders may quote the price and will receive payment is INR only.
16	Address for Communication	Digital India Corporation (DIC) Phone: 011 – 24301756 e-mail – To: harisharma.dic@digitalindia.gov.in CC: satyavir@digitalindia.gov.in

1. INTRODUCTION

1.1. ABOUT DIGITAL INDIA CORPORATION

DIC, under the Ministry of Electronics and Information Technology (MeitY), Government of India, is a not-for-profit organization incorporated under Section 8 of the Companies Act, 2013. It functions as a strategic implementation and program management agency for key Digital India initiatives and plays a critical role in enabling technology-driven governance across sectors. DIC is responsible for conceptualizing, developing, and managing large-scale digital platforms that enhance citizen engagement, improve service delivery, and support data-driven decision-making.

DIC operates in collaboration with various Ministries, State Governments, industry partners, academic institutions, and civil society organizations to leverage Information and Communication Technologies (ICT) for inclusive development. Its mandate includes the development of scalable, secure, and citizen-centric digital infrastructure that supports national programmes. In the context of youth engagement, DIC plays a pivotal role in designing and managing digital ecosystems that enable large-scale participation, real-time monitoring, and analytics-based programme implementation.

1.2. ABOUT MY BHARAT PLATFORM

The MY Bharat Portal, developed by DIC for the Department of Youth Affairs (DoYA), Ministry of Youth Affairs and Sports (MoYAS), Government of India, serves as a national digital platform for structured youth engagement and participation. The platform has been conceptualized as a unified ecosystem that connects youth with opportunities, programmes, and institutions involved in nation-building activities.

Through various initiatives, DIC supports the Government's vision of building a digitally empowered society and knowledge economy. One of the major initiatives implemented through DIC is the **MY Bharat (Mera Yuva Bharat) platform**, which serves as a national digital ecosystem for youth engagement. The platform enables youth across India and abroad to participate in activities such as volunteering opportunities, internships,

experiential learning programmes, community initiatives, and knowledge-based engagement activities.

As part of its engagement strategy, MY Bharat periodically organizes knowledge-based quizzes to promote awareness, encourage learning, and enhance participation among youth. These quizzes act as interactive tools to disseminate information on themes related to:

- Indian history, heritage, and culture
- governance and constitution
- national development programmes
- science, technology, and innovation
- youth leadership and civic participation
- global affairs and contemporary issues

Such quizzes may be conducted at national as well as international levels, enabling participation from youth residing both within India and abroad.

To ensure the quality, diversity, and professional execution of such quiz initiatives, Digital India Corporation proposes to engage a professional agency for supporting the planning, development, and conduct of quizzes hosted on the MY Bharat portal.

2. OBJECTIVE

- a) The RFP aims to empanel a competent agency to design and execute quiz-based engagement initiatives on the MY Bharat platform, positioning quizzes as a scalable tool for youth engagement, awareness, and knowledge dissemination.
- b) The selected agency will provide end-to-end support, including theme conceptualisation, question bank development, quiz design, execution, and analytics, in close coordination with DIC and MY Bharat teams.
- c) The engagement also seeks to establish a standardised and sustainable framework for periodic quizzes to ensure consistent quality and outreach.
- d) Selected Agency may additionally be considered for similar assignments across other DIC projects, and may be utilised by other projects for comparable activities, subject to mutual agreement.

3. DETAILED SCOPE OF WORK

The scope of work aims to establish a robust, scalable, and standardised quiz ecosystem capable of supporting large-scale participation while ensuring high standards of content quality, technical reliability, transparency, and educational value.

The selected agency shall undertake end-to-end responsibilities for successful execution, including all necessary activities, whether explicitly specified or reasonably implied within the scope.

3.1 Programme Design, Strategy and Conceptualisation

The selected agency shall undertake the responsibility of designing quiz programmes aligned with the broader objectives of youth engagement, knowledge dissemination, and awareness generation. The scope shall include, but not be limited to, the following:

3.1.1 Strategic Alignment and Theme Development

- a) Identify and propose relevant quiz themes aligned with national and international priorities, youth engagement objectives, and MY Bharat programme goals.
- b) Ensure thematic coverage across domains such as but not limited to governance, public policy, science and technology, history, culture, innovation, environment, and contemporary issues and so on.
- c) Align each quiz theme with clearly defined learning outcomes and engagement objectives.
- d) Ensure content inclusivity, relevance to diverse demographics, and alignment with government communication priorities.
- e) The selected agency shall prepare a detailed quiz calendar in consultation with DIC/MY Bharat, covering proposed timelines, themes, formats, and execution plan for quizzes during the contract period.

3.1.2 Concept Note Development

- a) Prepare detailed concept notes for each quiz initiative.
- b) Each concept note shall include:
 - I. Objective and purpose of the quiz
 - II. Target audience (age group, geography, category)
 - III. Learning outcomes and expected impact
 - IV. Quiz structure and format
 - V. Engagement strategy and user journey
 - VI. Participation flow (registration to completion)
 - VII. Inclusivity and accessibility considerations
 - VIII. Proposed timelines and milestones
- c) Submit all concept notes to DIC for review, feedback, and formal approval prior to implementation.

3.1.3 Quiz Structure and Format Design

- a) Design structured, multi-stage quiz formats based on scale and objectives.
- b) The format may include:
 - I.* Preliminary or screening rounds
 - II.* Elimination rounds
 - III.* Zonal/regional rounds (if applicable)
 - IV.* Semi-final rounds
 - V.* Final rounds (digital or physical)
- c) Define clear progression criteria for each stage, including:
 - I.* Qualification thresholds
 - II.* Shortlisting ratios
 - III.* Advancement rules
- d) Establish scoring systems, including:
 - I.* Marking schemes
 - II.* Negative marking (if applicable)
 - III.* Tie-breaking criteria
- e) Ensure that quiz formats are scalable and compatible with digital and hybrid execution modes.

3.1.4 Participation Flow and User Experience Design

- a) Define end-to-end participant journey including:
 - I.* Registration
 - II.* Participation
 - III.* Qualification and progression
 - IV.* Result declaration
- b) Ensure the design is user-friendly, intuitive, and accessible across devices.
- c) Incorporate mechanisms to ensure inclusivity for participants from diverse backgrounds and varying digital access levels.
- d) Ensure clarity in communication of rules, timelines, and participation guidelines.

3.1.5 Programme Planning and Scheduling

- a) The selected agency shall develop a **comprehensive programme calendar** for each quiz initiative, in consultation with DIC/MY Bharat.
- b) The calendar shall clearly define the following milestones:
 - i. Content development timelines
 - ii. Review and approval timelines
 - iii. Platform readiness milestones
 - iv. Quiz execution schedule
 - v. Reporting and submission timelines
- c) The programme calendar shall be aligned with **MY Bharat platform readiness, campaign priorities, and overall programme timelines.**

- d) The agency shall incorporate **adequate buffer timelines** to accommodate revisions, approvals, and unforeseen contingencies, without impacting the final execution schedule.
- e) The calendar shall be **periodically reviewed and updated**, in consultation with DIC, based on evolving requirements and priorities.

3.1.6 Approval and Governance Mechanism

- a) Submit all programme designs, structures, and schedules to DIC for approval.
- b) Incorporate feedback provided by DIC in a time-bound manner.
- c) Ensure that no quiz initiative is executed without formal approval from DIC.
- d) Maintain version control and documentation of all approved concepts and revisions.

3.1.7 Quiz Volume and Execution Framework

- a) The selected agency shall support the execution of up to 50 (fifty) quizzes during the contract period of nine (9) months or up to 31st March 2027, whichever is earlier.
- b) A minimum of 10 (ten) quizzes shall be conducted during the engagement period.
- c) Each quiz shall ordinarily comprise a base question bank of up to 500 questions. Any requirement beyond this shall be treated as additional questions (100 per unit) or as multiple quiz units, based on the defined pricing methodology and cost optimization principles of DIC.
- d) Quizzes shall be conducted on an on-demand basis, as per requirements communicated by DIC/MY Bharat from time to time. The scope and scale of each quiz, including question volume, may vary depending on program requirements.
- e) Each quiz shall be governed by specific instructions, including theme, format, level of complexity, target audience, timelines, and question volume and so on.
- f) The agency shall maintain continuous readiness and adequate capacity to execute quiz requirements, including handling variations in scale, large question bank requirements, and parallel assignments, as per DIC requirements.

Note: Payment shall be made on an actuals basis.

3.1.8 Quiz Development Timelines and Delivery Framework

The selected agency shall adhere to the following timelines and process requirements for development of quiz content

1. General Timeline Conditions

- a) The timelines shall cover end-to-end activities, including content creation, validation, design, and final submission.
- b) Any delay in submission without prior approval shall attract penalties as per applicable SLA provisions defined in the RFP.

2. Planning and Coordination

- a) The Agency shall prepare a detailed quiz calendar in consultation with DIC and DoYA.
- b) The Agency shall ensure completion of the entire quiz lifecycle, including:
 - 1. Topic finalization
 - 2. Concept finalization
 - 3. Content development
 - 4. Validation and vetting
 - 5. Execution readiness
- c) All quizzes shall be pre-planned and aligned with the approved release calendar.
- d) The Agency shall provide quizzes to DoYA for vetting well within the timeline, ideally at least 15 days prior to scheduled release dates.

Unscheduled / Urgent Quizzes

In case of sudden or unscheduled quiz requirements 5 working days will be provided to the agency to create the quiz and make it implementation ready.

3.2 Question Bank Development and Knowledge Architecture

The selected agency shall be responsible for the development of high-quality, structured, and validated question banks that constitute the core content of all quiz initiatives. The scope shall include, but not be limited to, the following:

3.2.1 Content Development and Design

- a) Develop original, high-quality questions aligned with approved themes and objectives.
- b) Ensure that all questions are relevant, contemporary, and appropriate for the defined target audience.
- c) Maintain a balanced distribution of difficulty levels, including:
 - I. Easy (to ensure inclusivity and broad participation)
 - II. Medium (to test conceptual understanding)
 - III. Hard (to challenge advanced participants)
- d) Ensure that content promotes critical thinking, analytical ability, and knowledge application.

3.2.2 Question Formats and Diversity

- a) Develop questions across multiple formats, including but not limited to:
 - I. Multiple-choice questions (MCQs)
 - II. Image-based questions
 - III. Audio-based questions
 - IV. Video-based questions
 - V. Case-based and analytical questions
- b) Select appropriate formats based on quiz stage, theme, and platform capabilities.
- c) Ensure variety in question presentation to enhance engagement and avoid monotony.

3.2.3 Knowledge Enrichment and Learning Layer

- a) Integrate a mandatory knowledge enrichment layer for each question.
- b) Provide a clear and concise explanation for the correct answer.
- c) Include additional contextual information such as:

- I.* background or historical context
 - II.* related facts or concepts
 - III.* real-world applications or relevance
- d) Wherever appropriate, supplement questions with visual aids such as:
 - I.* images
 - II.* diagrams
 - III.* infographics
- e) Ensure that the enrichment layer enhances learning outcomes and supports knowledge retention among participants.

3.2.4 Source Referencing and Content Traceability

- a) Ensure that each question is supported by credible and verifiable sources.
- b) Use authoritative references such as:
 - I.* Textbooks and academic material
 - II.* Government publications and official reports
 - III.* Reputed journals, research papers, and verified digital repositories
- c) Maintain structured documentation of sources for each question.
- d) Provide source references to DIC for validation, audit, and compliance purposes.
- e) Ensure traceability of all content to its original source.

3.2.5 Academic Credibility and Team Qualifications

- a) Provide details of personnel involved in question development, including:
 - I.* Content Creators
 - II.* Subject Matter Experts (SMEs)
 - III.* Reviewers and Quality Assurance Personnel
- b) Submit information on academic qualifications, domain expertise, and relevant experience of the team. The SMEs should have a post-graduation degree equivalent relevant expertise in their domain areas.
- c) Ensure that subject matter experts possess domain-specific knowledge relevant to quiz themes.
- d) Maintain accountability for content accuracy through clearly defined roles and responsibilities.

3.2.6 Validation and Quality Assurance Framework

- a) Implement a multi-stage validation process, including:
 - I.* Initial drafting by research/content team
 - II.* Review by subject matter experts
 - III.* Final quality assurance and editorial review
- b) Ensure that all questions are:
 - I.* factually accurate
 - II.* unbiased and non-political
 - III.* free from plagiarism
- c) Adhere to content governance standards prescribed by DIC.
- d) Establish internal quality benchmarks, including minimal permissible error rates.
- e) Ensure immediate correction of any errors identified post-deployment.
- f) Repeated content quality issues may attract penalties as per contract provisions.
- g) The agency shall not copy any copyrighted quizzes.

3.2.7 Content Volume, Reserve Pool and Flexibility

- a) Develop question banks in accordance with required volumes specified by DIC. Tentatively **500** Questions.
- b) Maintain a reserve pool of additional questions, typically 20–30% above requirement.
- c) Use reserve questions for:
 - I.* replacements
 - II.* tie-breakers
 - III.* contingency scenarios
- d) Ensure that reserve questions meet the same quality and validation standards as primary questions.

3.2.8 Compliance and Content Governance

- a) Ensure full compliance with intellectual property laws and content usage rights.
- b) Avoid use of unverified or unvalidated AI-generated content.
- c) Ensure all content adheres to ethical standards and is suitable for youth audiences.
- d) Maintain proper documentation and records for all content developed.
- e) The Selected Agency shall ensure that in case of any discrepancy or dispute with regards to nature of the quiz or questions, DIC and DoYA shall not be responsible.

3.3 Technology Integration and Platform Coordination

All quizzes shall be conducted exclusively through the MY Bharat platform. The selected agency shall ensure complete alignment with platform capabilities, technical architecture, and operational requirements. The scope shall include, but not be limited to, the following:

3.3.1 Platform Alignment and Integration Readiness

- a) Ensure that all quiz-related components, including question banks, media assets, and configurations, are fully compatible with the MY Bharat platform.
- b) Adhere to platform specifications for:
 - I.* data formats
 - II.* content structure
 - III.* media integration
 - IV.* API requirements (if applicable)
- c) Ensure proper formatting and standardisation of all content prior to integration.
- d) Maintain consistency in naming conventions, tagging structures, and data organisation.

3.3.2 Coordination with DIC and MY Bharat Teams

- a) Work in close coordination with the DIC and MY Bharat Teams throughout the quiz.
- b) Participate in technical discussions, planning meetings, and integration reviews.
- c) Incorporate technical feedback and platform constraints into quiz design and configuration.
- d) Ensure timely submission of all technical inputs required for platform integration.

3.3.3 Content Structuring and Metadata Management

- a) Ensure that all questions and related assets are properly structured for system ingestion.
- b) Apply appropriate metadata tagging, including but not limited to:
 - I.* category and theme
 - II.* difficulty level
 - III.* format type (MCQ, image-based, etc.)
 - IV.* language (all multilingual)
- c) Ensure accurate mapping of questions to quiz stages and modules within the platform.
- d) Maintain clean and error-free datasets to avoid system-level issues.

3.3.4 Testing and Quality Assurance of Platform Integration

- a) Support the complete testing lifecycle prior to quiz launch, including:
 - I.* Pre-launch testing
 - II.* User acceptance testing (UAT)
 - III.* Dry runs and simulation exercises
- b) Validate:
 - I.* Question rendering
 - II.* Media playback (images/audio/video)
 - III.* Scoring logic
 - IV.* Navigation and user flow
- c) Identify and report bugs, inconsistencies or integration issues in a timely manner.
- d) Ensure all identified issues are resolved before final deployment.

3.3.5 Deployment Support and Execution Readiness

- a) Provide support during final deployment of quizzes on the platform.
- b) Ensure that all configurations are correctly implemented and aligned with approved formats.
- c) Verify readiness of the platform prior to go-live, including load readiness where applicable.
- d) Coordinate with DIC for final approval before quiz activation.

3.3.6 Technical Issue Resolution and Support

- a) Provide ongoing technical support during quiz execution.
- b) Assist in identifying, diagnosing, and resolving issues related to:
 - I.* content display
 - II.* platform performance
 - III.* user access or participation
- c) Coordinate with the DIC technical team to ensure minimal disruption to participants.
- d) Maintain responsiveness and turnaround timelines for issue resolution.

3.3.7 Fairness, Integrity and Anti-Malpractice Mechanisms

- a) Implement mechanisms to ensure fairness and integrity in quiz conduct.
- b) Ensure randomisation of questions and options to minimise predictability.
- c) Configure time controls for each question and/or quiz session.
- d) Implement attempt restrictions, including limits on retries where applicable.
- e) Support safeguards against malpractice, including:
 - I. prevention of duplicate participation
 - II. control over multiple attempts
 - III. monitoring of abnormal activity patterns (where feasible)
- f) Ensure that all integrity mechanisms are aligned with platform capabilities and approved by DIC.

3.3.8 Data Security and System Compliance

- a) Ensure secure handling of all quiz-related data, including but not limited to question banks, participant data etc.
- b) Prevent unauthorised access, leakage, or duplication of content.
- c) Comply with applicable data protection laws and cybersecurity standards as defined by DIC.

3.4 Quiz Execution and Operational Management

The selected agency shall be responsible for the complete execution of quizzes, both in online and hybrid formats, as required.

- a) The selected agency shall manage scheduling, participant access, real-time monitoring, and coordination with the technical team to ensure uninterrupted execution.
- b) For advanced stages such as semi-finals and finals, which may be conducted in hybrid or physical formats, the selected agency shall provide experienced quiz masters, moderators, and necessary execution support. This includes designing quiz flow, managing stage dynamics, and ensuring smooth transitions between rounds.
- c) The selected agency shall also provide inputs on stage setup, audio-visual requirements, and engagement formats for live events. It shall coordinate with DIC and venue partners for logistical arrangements, where applicable.
- d) At all stages, the agency shall ensure adherence to defined rules, transparency in conduct, and consistency in participant experience.
- e) The selected agency shall also continuously refine quizzes based on feedback and performance data to improve quality and engagement.

3.5 Outreach, Engagement and Gamification Support

While DIC shall retain overall control of communication, the selected agency shall provide strategic inputs to enhance participation and engagement.

- a) This may include recommendations on quiz positioning, gamification elements, incentive structures, and engagement strategies tailored to youth audiences.
- b) The selected agency may also support the development of communication content such as certificates, quiz announcements, promotional messaging, and engagement creatives, subject to approval by DIC.

3.6 Evaluation, Results and Certification

The primary responsibility for evaluation, result processing, and certification shall rest with the MY Bharat platform. The selected agency shall, however, provide necessary conceptual, technical, and operational support to ensure that evaluation mechanisms are robust, transparent, and aligned with the approved quiz structure.

3.6.1 Evaluation Framework Support

- a) Assist in designing evaluation methodologies aligned with the quiz format and progression stages.
- b) Provide recommendations on scoring structures, marking schemes, and evaluation criteria.
- c) Ensure that proposed evaluation frameworks are logical, scalable, and suitable for digital implementation.

3.6.2 Scoring and Ranking Logic Design

- a) Provide detailed logic for automated scoring mechanisms, including:
 - I. marks allocation per question
 - II. negative marking (if applicable)
 - III. time-based scoring parameters (if required)
- b) Suggest ranking methodologies for different quiz stages.
- c) Recommend clear and defensible tie-breaking criteria, such as:
 - I. response time
 - II. accuracy levels
 - III. additional tie-breaker questions
- d) Ensure that all scoring and ranking logic is documented and shared with DIC for implementation on the platform.

3.6.3 Platform Integration Support

- a) Work with the DIC technical team to ensure that evaluation logic is correctly translated into platform configurations.
- b) Support validation of scoring, ranking, and result computation during testing phases.
- c) Assist in identifying and resolving discrepancies in evaluation logic during UAT and deployment.

3.6.4 Result Validation Support

- a) Assist in verification of results generated by the platform, where required.
- b) Provide support in analysing anomalies or discrepancies in scoring or rankings.
- c) Ensure alignment between designed logic and actual output generated by the system.

3.6.5 Certification and Recognition Support

- a) Provide inputs on structure and categorisation of certificates (participation, qualification, winner, etc.).

- b) Suggest design, formats and data fields for digital certificates.
- c) Support preparation of merit list formats and winner identification criteria.

3.6.6 Announcement and Communication Support

- a) Assist in structuring result communication formats and timelines.
- b) Provide inputs for clear and consistent dissemination of results to participants.

3.6.7 Transparency and Audit Support

- a) Ensure that all evaluation logic provided is transparent, well-documented, and auditable.
- b) Maintain records of evaluation methodologies and logic frameworks submitted to DIC.
- c) Provide support to DIC in case of audits, clarifications, or participant queries related to evaluation mechanisms.

3.7 Governance, Compliance and Audit

- I. The selected agency shall operate within a strict governance framework and shall be fully accountable for compliance with all applicable guidelines and standards.
- II. It shall maintain comprehensive documentation of all activities, including content development, validation processes, execution workflows, and reporting outputs.
- III. All records shall be made available to DIC for audit, inspection, or review as required.
- IV. The selected agency shall ensure compliance with intellectual property rights, data protection norms, and confidentiality requirements.
- V. All deliverables generated under this engagement shall remain the exclusive property of Digital India Corporation.

3.8 Risk Management and Contingency Planning

- I. The selected agency shall proactively identify potential risks associated with quiz execution, including technical failures, content issues, and participation challenges.
- II. It shall develop and implement mitigation strategies and contingency plans to ensure continuity of operations and minimal disruption to participants.

3.9 Continuous Improvement and Innovation

- I. The selected agency shall continuously evaluate the effectiveness of quiz initiatives and propose improvements in format, content, and delivery.
- II. It shall recommend innovative approaches to enhance user engagement, learning outcomes, and scalability, while ensuring alignment with the objectives of the MY Bharat platform.

3.10 Content Governance And Validation Framework

3.10.1 Content Standards

The Selected Agency shall ensure that all content is:

- a) Neutral, unbiased, and non-political.
- b) Appropriate for youth audiences;
- c) Free from sensitive, controversial, or inappropriate material.
- d) Original accurate, legal and non-infringing in nature

The Selected Agency shall ensure that in case of any discrepancy or dispute with regards to content standards, DIC and DoYA shall not be responsible.

3.10.2 Validation Process

The Selected Agency shall follow a mandatory multi-stage validation process:

- a) Content drafting by research team;
- b) Validation by Subject Matter Expert(s);
- c) Final approval by DIC.

No content shall be deployed without completion of the above validation stages.

3.10.3 Source Verification

Each question shall:

- a) Be supported by a verifiable source;
- b) Include internal reference tagging for audit purposes.

The Selected Agency shall maintain proper documentation of all sources.

3.10.4 Use of AI Tools

AI-generated content, if used, shall not be accepted without human validation.

The Selected Agency shall ensure that:

- a) All content undergoes expert review;
- b) Accuracy and authenticity are verified prior to submission.

3.11. Audit, Compliance And Record Keeping

3.11.1 The Selected Agency shall maintain complete and accurate records of all activities undertaken under this engagement, including but not limited to:

- a) Content creation and development;
- b) Validation and quality assurance processes;
- c) Quiz execution and operational activities.

3.11.2 The Selected Agency shall ensure that all records are properly documented, traceable, and available in structured formats.

3.11.3 The Selected Agency shall provide access to DIC, or its authorised representatives, for the purpose of:

- a) Audit;
- b) Inspection;
- c) Verification of compliance with contractual obligations.

3.11.4 The Selected Agency shall extend full cooperation during audits, including submission of documents, clarifications, and supporting evidence as required.

3.11.5 The Selected Agency shall retain all relevant records and documentation for a minimum period of **one (1) year** from the date of completion of the assignment, or such longer period as may be specified by DIC.

3.11.6 Any deficiencies identified during audit or inspection shall be rectified by the Selected Agency within timelines prescribed by DIC.

3.14. Grievance Redressal Mechanism

- 1) The Agency shall provide necessary support to DIC in reviewing such objections, including:
 - a) Source references;
 - b) Explanation of answers;
 - c) Validation documentation.
- 2) DIC shall be the final authority in adjudicating all disputes and its decision shall be **final and binding**.
- 3) No re-evaluation or re-assessment shall be permitted beyond the defined review process.

3.15. Change Request And Scope Modification

- I. DIC reserves the right to modify the scope of work, including themes, formats, timelines, and deliverables, based on programme requirements.
- II. The Selected Agency shall accommodate such changes within reasonable limits and timelines.
- III. Any significant impact on timelines or effort shall be mutually agreed and documented in writing.

4. DELIVERABLES

4.1 Pre-Quiz Deliverables

- a) Quiz concept note covering theme, objectives, target audience, and engagement approach
- b) Quiz structure document including stages, progression logic, and scoring

methodology

c) Question bank with:

- I. approved questions
- II. reserve set (20–30%)
- III. explanation (knowledge enrichment layer)
- IV. source/reference

d) Content validation confirmation (SME-reviewed)

e) Structured content files compatible with MY Bharat platform

f) Evaluation logic document (scoring, ranking, tie-breakers)

4.2 During Quiz

a) Coordination with DIC and technical team during execution

b) Support in ensuring correct implementation of quiz structure and logic

c) Moderation/quiz master support (for live or hybrid rounds, if applicable)

d) Support in resolving content or logic-related issues

4.3 Post-Quiz Deliverables

a) Participation summary (registrations, participation levels)

b) Basic performance analysis (difficulty trends, question performance)

c) Insights and recommendations for improvement

d) Support in result validation (if required)

4.4 Ownership

All deliverables, including question banks, quiz formats, and reports, shall be the exclusive property of DIC.

5. PAYMENT TERMS AND FINANCIAL CONDITIONS

5.1. Engagement Model

5.1.1 The engagement shall be on a **rate contract / work order basis** for a defined period.

5.1.2 During the contract period, quizzes shall be conducted on an “**as and when required**” basis, as per requirements communicated by DIC/MY Bharat.

5.1.3 Up to **50 quiz initiatives** may be undertaken during the contract period. A minimum of **10 quizzes** is expected to be executed. However, DIC reserves the right to **increase or decrease the number of quizzes** based on requirements.

5.2. Payment Structure (Per Quiz Basis)

5.2.1 Payments shall be released on a **monthly basis**, based on the number of quizzes completed and approved.

5.2.2 Payment for each quiz shall be linked to successful completion and approval of the following:

a) Submission and approval of:

- Quiz Concept Note
- Question Bank (*including reserve set, up to 500 questions per quiz*)
- Successful execution of the quiz

5.2.3 Any delay in submission or non-compliance with timelines may result in **proportionate deductions**, as per applicable SLA conditions.

5.3. Additional Question Requirement

5.3.1 Each quiz shall ordinarily include up to **500 questions** as part of the base scope.

5.3.2 Any requirement of questions beyond **500 per quiz** shall be paid separately at the rates quoted by the bidder in the financial bid. For billing purposes, such additional questions may be considered in defined units (**each unit is 100 questions**).

5.3.4 In case of significantly large question bank requirements (eg- exceeding 5,000 questions for a single quiz), DIC reserves the right to evaluate the cost implications of delivering the requirement either through additional questions (100 per unit) under a single quiz or by treating the requirement as multiple quizzes, whichever is lower in cost implication.

Illustration: Cost Optimization Approach

The Requirement for this assignment - 5,000 Questions

- **Unit cost per quiz (up to 500 questions): ₹20,000**
- **Additional question rate for 100 Questions unit : ₹2,000**

Option 1: Single Quiz with Additional Questions

- Base quiz (500 questions): ₹20,000
- Additional questions: 4,500 questions
 - Billing units = $4,500 \div 100 = 45$ **units**
 - Cost = $45 \times ₹2,000 = ₹90,000$
- **Total Cost (Option 1): ₹1,10,000**

Option 2: Multiple Quizzes

- Total questions: 5,000
- Number of quizzes = $5,000 \div 500 = 10$ **quizzes**
- Cost = $10 \times ₹20,000 = ₹2,00,000$

- **Total Cost (Option 2): ₹2,00,000**

We may select which is lower in cost implication. The cost implications are indicative and the actuals will depend on the BIDs received.

5.4. Performance-Linked Payments

The option resulting in the **lower overall cost to DIC**, while meeting quality and timeline requirements, shall be adopted.

- Payments shall be released only upon submission of valid invoices along with supporting documents.
- No advance payment shall be made unless specifically approved by DIC.
- All applicable taxes shall be governed as per prevailing laws.
- DIC does not guarantee the utilisation of the full contract value or the maximum number of quizzes.
- Engagement of the Agency shall be strictly on an **as-required basis**, and no claims shall be entertained for unutilised scope.

6. SELECTION TERMS

- 1) This RFP is valid for those bidders, who have got expertise in development, deployment and customisation of the services as provided in the Scope of Work and Deliverables.
- 2) The work under this RFP is not assignable by the selected agency. The selected agency shall not assign its contractual authority to any other third party. The agency should not assign or sublet the work or any part of it to any other agency in any other form than defined in this RFP. If found doing so, shall result in termination of selection / work order. However, the required services can be obtained by the selected agency.
- 3) In case the Selected Agency is found in breach of any condition(s) of the RFP, at any stage, legal action as per rules / laws, shall be initiated against the Agency, besides being liable to be debarred and blacklisted for at least three (3) years and the forfeiture of PBG.
- 4) No commitment of any kind, contractual or otherwise shall exist unless and until a Formal Written Contract / Work Order has been executed by DIC. DIC may cancel this RFP / Tender at any time.
- 5) DIC, without assigning any reason can reject any bid / RFP, in which any prescribed condition(s) is/are found incomplete in any respect and at any processing stage.
- 6) The decision of DIC arrived during the various stages of the evaluation of the bids is final and shall be binding on all bidders.
- 7) The onus of providing the correct information / documents lies on the Bidders. The Bidders shall ensure that all information / documents submitted by it are correct. Upon verification, evaluation / assessment, if in case, any information

furnished by the Bidder is found to be false / incorrect, their total bid may be summarily rejected. DIC may carry out its own independent verification of the documents submitted by the Bidders.

- 8) Conditional bids are not acceptable and shall be summarily rejected.
- 9) DIC will not be responsible for any misinterpretation or wrong assumption by the Bidders, while responding to this tender / RFP.
- 10) DIC may terminate the RFP process at any time and without assigning any reason. DIC may, by written notice sent to the selected agency, terminate the Work Order in whole or in part at any time of its convenience. The notice of termination will specify the extent to which performance of work under the Work Order and /or the contract is terminated, and the date upon which such termination becomes effective. DIC reserves the right to cancel the remaining part and pay the selected agency the amount for partially completed services by it.
- 11) Selected agency to agree with DIC for honouring all aspects of fair trade practices in executing the Work Order.
- 12) In the event of a selected agency or the concerned Division of the Agency being taken over / bought over by another Agency, all the obligations and execution responsibilities under the Contract/Work Order with DIC, should be passed on for compliance by the new agency in the negotiation for their transfer.
- 13) The selected agency shall be solely responsible for discharge of all the legal obligations/ statutory requirements under various labour legislations as may be in force from time to time so far as the workmen engaged by him for this work are concerned. Such workmen or the selected agency shall have no right or claim of any kind from DIC.
- 14) Outsourcing / Consortiums / Subcontracting is not allowed for the purpose of participating in this RFP. However the required services can be obtained by the agency.
- 15) The Bidder shall submit a declaration accepting the terms and conditions as mentioned in this RFP. The format for the same is provided in Annexure- VI.

7. INSTRUCTION TO BIDDING AGENCIES

7.1 Availability of RFP Document

- a) This RFP is valid for those bidders, who have got expertise in development, deployment and customisation of this type of application as specified in this RFP.
- b) At any time prior to the last date for receipt of the bids / expression of interest, DIC, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP documents by an amendment/corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.
- c) The amendment/corrigendum will be notified, which will be binding on the prospective bidders to consider for quoting.
- d) DIC reserves the right to cancel this RFP or modify the requirement at any stage of the RFP process cycle without assigning any reasons. DIC will not be under obligation to give clarifications for doing the aforementioned.

7.2 Compliant Proposals/ Completeness of Response:

- a) The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.
- b) Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be summarily rejected. Bidders must:
- c) Include all documentation specified in this RFP;
- d) Follow the exact format of this RFP and Annexures and respond to each element in the order as set out in this RFP
- e) Comply with all requirements as set out within this RFP.
- f) Undertaking for subsequent submission of any of the required documents will not be entertained under any circumstances

7.3 Code of Integrity

- a) No official of a DIC or a bidder shall act in contravention of the codes which includes
 - a. prohibition of
 - i. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
 - iii. Any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
 - iv. Improper use of information provided by the DIC to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - v. Any financial or business transactions between the bidder and any official of the DIC related to tender or execution process of contract; which can affect the decision of the DIC directly or indirectly.
 - vi. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - vii. Obstruction of any investigation or auditing of a procurement process.
 - viii. Making false declaration or providing false

information for participation in a tender process or to secure a contract;

- b. Disclosure of conflict of interest.
- c. Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other DIC.
- b) In case of any reported violations, the DIC, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.
- c) The Bidders are required to sign an Integrity Pact as provided under **Annexure – XI**.

7.3.1. Penalty

Without prejudice to and in addition to the rights of the DIC to other penal provisions as per the bid documents or contract, if the DIC comes to a conclusion that a (prospective) bidder, directly or through an agent, has violated this code of integrity in competing for the contract or in executing a contract, the DIC may take appropriate measures including one or more of the following:

- i) if its bids are under consideration in any procurement:
 - a) Forfeiture or encashment of bid security
 - b) calling off of any pre-contract negotiations, and;
 - c) rejection and exclusion of the bidder from the procurement process
- ii) if a contract has already been awarded
 - a) Cancellation of the relevant contract and recovery of compensation for loss incurred by the DIC,;
 - b) Forfeiture or encashment of any other security or bond relating to the procurement;
 - c) Recovery of payments made by the DIC along with interest thereon at the prevailing rate;
- iii) Provisions in addition to above:
 - a) Removal from the list of registered suppliers and banning/debarment of the bidder from participation in future procurements of the Procuring Entity for a period not less than one year;
 - b) In case of anti-competitive practices, information for further processing may be filed under a signature of the Joint Secretary level officer, with the Competition Commission of India;
 - c) Initiation of suitable disciplinary or criminal proceedings against any individual or staff found responsible.

7.4 Bidding Cost

The bidder shall bear all costs associated with the preparation and submission of their bids. DIC will, in no case, be responsible or liable for any such costs, regardless of the outcome of the RFP / Tendering / Bidding process

7.5 Fraud and Corruption

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, DIC shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, DIC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

Without prejudice to the rights of DIC under Clause above and the rights and remedies which DIC may have under the Agreement, if a Bidder (Agency) is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by the DIC during a period of 3 (three) years from the date, such Bidder is found by the DIC, to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

These terms are defined as follows:

- i. "Corrupt practice" (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the DIC who is or has been associated in any manner, directly or indirectly with the Selection Process or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the DIC, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Agreement, who at any time has been

- or is a legal, financial or technical consultant/ adviser of the DIC in relation to any matter concerning the Project;
- ii. "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to DIC, and includes collusive practice among Applicants (prior to or after the proposal submission) designed to establish proposal prices at artificially high or non-competitive levels and to deprive DIC of the benefits of free & open competition.
 - iii. "Unfair trade practices" means supply of services different from what is ordered on or change in the Scope of Work which was agreed to.
 - iv. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation during the period of bidding.
 - v. "Collusive practices" means a scheme or arrangement between two or more applicants with or without the knowledge of DIC, designed to establish prices at artificial, non-competitive levels.
 - vi. "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by DIC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
 - vii. "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.
 - viii. DIC may reject any bid/Work Order, if it determines that the Bidder recommended for Work Order has, directly or through an Agent, engaged in corrupt, fraudulent, unfair trade, coercive or collusive practices in competing for or in executing, the contract at any point of time.

7.6 Rights to the content of the Bids

All bids and accompanying documentation of the proposal will become the property of DIC and will not be returned after bid opening. DIC is not restricted in its rights to use or disclose any or all of the information contained in the proposal to Experts / Consultants engaged in the evaluation of bid responses / any Law Enforcement Agency if required and can do so without compensation to the Bidders. DIC shall not be bound by any language used by the Bidders in the proposal

7.7 Submission of Responses

Bidders should submit their responses as per the procedure specified. The items to be submitted would include all the related documents, such as:

- a) PBG

- b) Technical Proposal
- c) Financial proposal
- d) Additional certifications/documents

However, each of the above documents must be submitted in the format specified for this purpose.

The bidder must ensure that the bid is digitally signed by the Authorized Signatory of the bidding firm and has been duly submitted (frozen) within the submission timelines. DIC will in no case be responsible if the bid is not submitted online within the specified timelines.

All the pages of the Proposal document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.

NOTE:

1. The Financial Bid must be in the format as provide in **Annexure-V**. The financial bid should be inclusive of all expenses and inclusive of all taxes/ GST
2. Please note that prices must not be indicated in the Pre-qualification & Technical bid and must only be mentioned in the financial bid
3. Any deficiency in documentation may result in the rejection of the bid at the sole discretion of the DIC.
4. The Bidders are requested to go through the RFP document carefully to understand the documents required to be submitted and the process to be followed as a part of the Proposal. Any deviations may lead to rejection of the Proposal.
5. The Bidder should try to submit the proposal well before the last date to avoid any inconvenience at the last moment. The Bidder will not be allowed to submit the Proposal after the Bid submission time.
6. Each document submitted by the bidder such as Technical Proposal and Financial proposals must be duly signed by the authorized signatory.
7. In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered. For any other calculation/ summation error etc. the bid may be rejected.
8. The Bidder shall submit a checklist of the documents submitted along with the Bid. The format for same has been provided in **Annexure- VII**.

7.8 Authentication of Bid

The "Authorized Signatory" shall mean the one who has signed the Bid document. The authorized signatory may be either the Principal Officer (Owner/MD/Director/Company Secretary) or the duly Authorized Representative of the Bidder, in which case the Bidder shall submit a power of attorney authorizing the person to be authorized signatory or a copy of board resolution.

7.9. Performance Bank Guarantee

All incidental charges whatsoever such as premium; commissions etc., with respect to the Performance Bank Guarantee (PBG) shall be borne by the Selected Agency. The PBG may be discharged/ returned by DIC upon being satisfied that there has been due performance of the obligations of the Selected Agency under the Work Order. However, no interest shall be payable on the PBG. The Selected Agency shall submit PBG within 15 days from the issue of Work Order. The PBG should remain valid for a period of 6 months beyond the contract period. The PBG will be 5% of the value of the Work Order. The Selected Agency shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the Work Order. In case the Implementation Agency fails to submit PBG within the time stipulated, DIC at its discretion may cancel the Work Order placed on the Selected Agency without giving any notice. DIC shall invoke the PBG in case the Selected Agency fails to discharge their Work Order obligations during the period. **(Refer Annexure -XII)**

8. RFP/BID OPENING AND EVALUATION

8.1 Bid Opening Sessions

- a) DIC reserves the rights at all times to postpone or cancel a scheduled bid opening.
- b) The bids will be opened, in two sessions, one for Eligibility & Technical Bids of the Bidders and second Financial Bids of those who qualify the Eligibility and Technical Bids, on the specified date and time by DIC.

8.2 Tender Evaluation

Initial Bid scrutiny will be held and incomplete details as given below will be treated as non- responsive, if proposals;

- a) Are not submitted in as specified in the RFP document
- b) Are found with suppression of details
- c) With incomplete information, subjective, conditional offers and partial offers submitted
- d) Submitted without the documents requested in the checklist
- e) Have non-compliance of any of the clauses stipulated in the RFP
- f) With lesser validity period

8.3. Eligibility and Technical Bids

- a) DIC may seek any specific clarifications to meet the RFP requirement during the eligibility & technical evaluation stage. Irrespective of the date of issuance of such documents, the documents submitted under clarification should comply with the RFP conditions before the last date of submission of the bids. If there is any lack of clarity in the submitted documents, DIC may ask concerned Bidder representatives to prove their eligibility.
- b) DIC may call for clarifications from the Bidders and give them a reasonable time i.e., not exceeding 2 days. If a Bidder fails to respond within the stipulated time or the clarification(s) submitted is non-conforming to requirement of RFP conditions, no further time will be given for submitting the clarification(s) and the bid will be summarily rejected.
- c) The request for clarifications shall be in writing and no change in quoted prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the Bidder shall be entertained.
- d) All such clarifications will be sent to the contact person of the Bidder indicated in their proposal. All the bidders shall share the additional information/clarification/documents sought by DIC via e-mail on or before the date & time as mentioned in the email seeking clarification. All clarifications received up to a particular date & time shall be considered as a part of the Bid and evaluated along with the RFP / tender. No document / clarification shall be accepted after the date & time as mentioned in the email.

9. ELIGIBILITY CRITERIA

S. No.	Criteria	Requirement	Supporting Documents
1	Cover Letter	Cover letter of the bid with valid authorization details of the person(s) signing the bid document as of the date of bid submission	a) Cover letter signed by an authorized signatory of the bidder as per Annexure-I of this RFP. b) Power of Attorney (PoA) on Non-Judicial stamp paper of Min Value of Rs. 100/-. OR Certified copy of Board Resolution (BR)
2	Legal Status	a) Should be an organisation registered under the provisions of the Indian Companies Act, 2013/ Companies Act, 1956 or a partnership firm registered under the Indian Partnership	a) Certificate of Incorporation b) Copy of PAN Card c) Copy of GST registration certificate d) Letter from Company Secretary/ Statutory

		Act, 1936 or the Limited Liability Partnerships Act, 2008 or an organization registered under society Act. b) Registered with the Income Tax Authorities c) Registered with GST Network d) Should have been operating for the last 3 years as on date of bid submission.	Auditor for operating business for last 3 years as on date of bid submission.
3	Financial Turnover	The bidder should have a positive net worth and a minimum average annual turnover of INR 30 lakhs in the previous three financial years. NOTE: Turnover of only the bidding entity will be considered. The Turnover of any parent, subsidiary, associated or other related entity will not be considered.	The Turnover and Net Worth Declaration should be given by CA on its letter head with UDIN
4	Relevant Experience	The bidder should have a minimum 3 years' experience in quiz-related projects and execution of at least 3 similar assignments, including at least 1 digital/platform-based project and 1 large-scale quiz (10,000+ users preferred). Preference for Government/youth engagement projects	Work Orders / Completion Certificates / Client Credentials. The format for the same is provided in Annexure- II
5	Team Capability	Availability of qualified team including Content Lead, Subject Matter Expert(s), and Research Analyst(s) with relevant qualifications and domain experience. The SMEs should have a post-graduation degree equivalent relevant expertise in their domain areas. The format for the same is provided in Annexure -IV.	CVs of key personnel
6	Technical Capability	Demonstrated experience in digital content structuring, platform integration, UAT/testing support, and understanding of metadata/content formats	Project references / Self-declaration
7	Quiz Delivery Capability	Access to at least one experienced quiz master and prior experience in conducting live and/or digital quiz formats	Profiles / Engagement proof

8	Non-Blacklisting	The bidder should not be Debarred/or blacklisted and/or Suspended by any Central / State Government Department/ other government agencies or government affiliate agencies/ Public Sector Undertakings (PSUs)/ any multilateral agency at the time of submission of this bid . <u>Note: A consistent history of court/arbitration decisions against the bidder or the existence of ongoing high-value disputes may lead to the rejection of the proposal.</u>	Certificate duly signed by an authorized signatory of the bidder as per Annexure- III of this RFP
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10. TECHNICAL EVALUATION FRAMEWORK

10.1 Evaluation Approach

Technical evaluation shall be conducted in a structured, multi-parameter manner to assess the bidder's capability across experience, content quality, execution approach, and understanding of MY Bharat objectives. Total Technical Score: 100 marks Minimum qualifying score: 70 marks

The Bidders shall submit their technical bids through the CPP Portal in the prescribed format (**Annexure - VIII**). DIC will assess the Technical Bids submitted by the shortlisted Bidders who fulfil the prequalification criteria. This evaluation aims to ensure compliance with the specified requirements. Bids that do not meet these requirements may be subject to disqualification at the discretion of DIC.

10.2 Evaluation Parameters

S. No.	Evaluation Parameter	Sub-Criteria	Max Marks
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1	Relevant Experience in Quiz Development Projects	1. Number of quiz/content projects executed (5 marks for ≥ 5, 10 marks for ≥ 10, 20 marks for ≥ 20 projects) 2. Experience in large-scale / digital quiz execution 3. Diversity of assignments and Govt./public sector exposure (desirable)	30
2	National Level High Participation Quiz Experience	Experience in high participation quizzes (5 marks for $\geq 50,000$ users; 10 marks for $\geq 1,00,000$ users)	10
3	Understanding of Scope and Approach & Methodology	1. Understanding of MY Bharat objectives and scope 2. Methodology for content creation, validation, and execution 3. Scalability, flexibility, and risk mitigation approach 4. Alignment with platform and timelines	20
4	Team Composition & Key Personnel	Qualifications and relevant experience of key personnel with detailed CVs. It is expected that the SMEs have a post-graduation and relevant expertise in their domain areas.	20
5	Presentation / Demo	1. Clarity and structure of presentation 2. Demonstration of quiz/content capability 3. Innovation and audience engagement strategy 4. Responsiveness to queries	20
	Total		100

Note:

- DIC will review the Technical Bids for the Bidders who meet the Pre-Qualification criteria. Bids that do not meet the Pre-Qualification criteria will be disqualified at the DIC's discretion.
- Each Technical Proposal will be assigned a technical score out of a maximum of 100 marks. Only the Bidders who get an overall technical score of 70 and above or more will qualify for the financial bid opening. Failing to secure minimum marks shall lead to the rejection of the bids.
- Technical Qualification will be based on presentation and documentary evidence as per the Technical Qualification criteria.
- The Bidder has to make the demo and presentation.
- Presentation: All Bidders shall be notified via email and invited to the presentation. Only after the presentation, the evaluation committee give the final score. The points/parameters mentioned under the Proposed Solution and Project Management Plan should be covered in the presentation.

11. FINANCIAL EVALUATION

11.1. Financial Quote for Evaluation

- a) Name of the Bidder:
- b) Contact Person:
- c) Contact Number:
- d) Contact email ID:

S. No.	Description	Unit	Indicative Quantity	Unit Rate (₹)	Total Evaluated Price (₹)
1	End-to-end design, development, and execution of quizzes on MY Bharat platform (<i>up to 500 questions per quiz</i>)	Per Quiz	50		
2	Additional Questions beyond 500 per quiz	Per Question	100 (indicative)		
	GST (as applicable)				
	Total Evaluated Financial Quote				

The Bidder should provide the financial bid (including taxes) in the format provided in **Annexure -V**.

The bidder shall quote a **single consolidated rate per quiz** for providing end-to-end services, including design, development, and execution on the MY Bharat platform.

For financial evaluation, this rate shall be multiplied by an **indicative quantity of 50 quizzes** to arrive at the **Total Evaluated Financial Quote**.

The bidder shall ensure that the **total of all components in the cost break-up** matches the **unit rate per quiz** quoted in the financial summary.

11.2. EVALUATION METHODOLOGY

The selection of the agency shall be carried out using the **Quality and Cost Based Selection (QCBS)** method to ensure a balanced evaluation of both technical competence and financial competitiveness.

Under this methodology, proposals shall be evaluated based on:

- a) Technical strength: including experience, approach, methodology, and team capability; and
- b) Financial proposal: ensuring cost-effectiveness.

Evaluation Criteria and Weightage

S. No.	Criteria	Marks	Weight (%)
1	Technical Evaluation	100	70%
2	Financial Evaluation	100	30%
	Total		100%

Technical Evaluation (70 Marks Weightage)

S. No.	Evaluation Parameter	Max Marks
1	Relevant Experience in Quiz Development Projects	30
2	National Level High Participation Quiz Experience	10
3	Understanding of Scope and Approach & Methodology	20
4	Team Composition & Key Personnel	20
5	Presentation / Demo	20
	Total	100

Normalization to 100

Technical score (T) shall be normalized to 100.

Minimum Qualifying Marks

- Bidders must secure **minimum 70% in technical evaluation** to qualify for financial bid opening.

Criteria	Formula
Financial Score (F)	$(L1 \text{ Price} / \text{Bidder's Price}) \times 100$

- L1 = Lowest quoted price among technically qualified bidders.

Component	Formula
Weighted Technical Score	$(T \times 0.70)$
Weighted Financial Score	$(F \times 0.30)$
Final Score (S)	$S = (T \times 0.70) + (F \times 0.30)$

Ranking and Selection

- The Bidder with the highest Combined Score (S) will be declared the Successful Bidder (S).
- In the event of a tie in the combined score, the Bidder with the higher technical score will become the Successful Bidder.
The Financial Bid must comply with all terms and conditions specified in the RFQ, failing which the bid may be rejected.

12. GENERAL TERMS AND CONDITIONS FOR TECHNICAL AND FINANCIAL BID

The other terms and conditions shall be as per the details mentioned in the Terms and Conditions under this RFQ.

- a) If a Bidder quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.
- b) Abnormally low financial bids and predatory pricing will be handled as per the guidelines issued by the Ministry of Finance, Government of India, under the following circular:
https://doe.gov.in/files/circulars_document/Predatory_pricing_Abnormally_Low_Bids.pdf.
- c) Conditional bids shall be rejected.
- d) Errors & Rectification: If there is a discrepancy between Words and Figures, the Figure indicated in Words will prevail.

13. SERVICE LEVEL AGREEMENT AND PENALTIES

13.1 SLA Governance Framework

- a) SLA compliance shall be monitored **per quiz and cumulatively**.
- b) All SLAs are **mandatory and measurable**.
- c) Non-compliance shall attract **financial penalties and/or corrective actions**.
- d) Repeated violations may lead to:
 - i) Withholding of payments
 - ii) Termination of contract
 - iii) Forfeiture of PBG

13.2 SLA PERFORMANCE TABLE

S. No.	Service Area	SLA Parameter	Measurement Criteria	Target SLA	Frequency
1	Project Planning	Submission of Concept Note	Time from assignment to submission	≤ 5 working days	Per Quiz
2	Content Development	Question Bank Submission	Delivery as per approved timeline	100% adherence	Per Quiz
3	Content Quality	Accuracy of Questions	% error-free questions	≥ 99% accuracy	Per Quiz
4	Content Validation	SME Validation Compliance	Multi-stage validation completed	100% compliance	Per Quiz

5	Content Originality	Plagiarism Check	Verified originality	100% original	Per Quiz
6	Platform Readiness	Data Format Compliance	Compatible with MY Bharat platform	100% compliant	Per Quiz
7	UAT & Testing	Completion of Testing Cycles	UAT sign-off before launch	100% completed	Per Quiz
8	End to End Quiz Execution	Quiz content, delivery, planning and execution	Adherence to Timelines	≥ 99.5% uptime	Per Quiz
9	Issue Resolution	Critical Issue Resolution Time	Time to resolve critical issues	≤ 2 hours	Per Incident
10	Issue Resolution	Non-Critical Issue Resolution	Resolution turnaround time	≤ 8 hours	Per Incident
11	Participation Integrity	Duplicate/Invalid Entries	% of anomalies	≤ 1%	Per Quiz
12	Reporting	Submission of Post-Quiz Report	Timeline adherence	≤ 5 working days	Per Quiz
13	Analytics Quality	Accuracy of Reports	Data correctness	≥ 99% accuracy	Per Quiz
14	Stakeholder Coordination	Response Time to DIC	Email/communication turnaround	≤ 24 hours	Ongoing
15	Audit Compliance	Documentation Availability	Records maintained and shared	100% compliance	Ongoing

13.3 Consolidated SLA Penalty Table

S. No.	Category	SLA Parameter	Deviation / Trigger	Penalty (% of per-quiz cost)
1	Timeline	Delay in Concept Note	Beyond timeline	1% per day
2	Timeline	Delay in Question Bank	Beyond timeline	2% per day
3	Timeline	Delay in Report Submission	Beyond 5 days	1% per day
4	Content Quality	Error Rate >1%	Incorrect questions	5% per quiz
5	Content Quality	Major Content Errors	Critical factual errors	10% per instance
6	Content Compliance	Plagiarism / Copyright Violation	Any instance	20% per quiz
7	Content Compliance	Missing Source References	Repeated instances	3% per quiz

8	Validation	Validation Process Not Followed	Any instance	10% per quiz
9	Technical	Platform Integration Issues	Affecting functionality	5% per incident
10	Technical	UAT Not Completed	Before go-live	10% per quiz
11	End to End Execution	Quiz Failure / Major Disruption/ Execution Delay deviation from timelines defined.	Due to agency	20% per quiz
12	Technical	Repeated Technical Failures	≥3 issues	15% per quiz
13	Issue Resolution	Critical Issue Delay	>2 hrs	5% per incident
14	Issue Resolution	Non-Critical Issue Delay	>8 hrs	3% per incident
15	Issue Resolution	Unresolved Issue	>24 hrs	10% per incident
16	Data Security	Data Breach / Leak	Any instance	25% per quiz
17	Data Security	Unauthorized Sharing	Any instance	15% per quiz
18	Data Integrity	Data Loss	Any instance	10% per quiz
19	Participation Integrity	Fraud / Duplicate Entries >1%	Per quiz	5% per quiz
20	Fairness	No Anti-Cheating Mechanism	Any instance	10% per quiz
21	Reporting	Incorrect Reports (>1% error)	Per quiz	5% per quiz
22	Reporting	Incomplete Analytics	Missing deliverables	10% per quiz
23	Governance	Audit Records Not Maintained	Any instance	10% per quiz
24	Coordination	Delay in Response to DIC	>24 hrs	2% per instance

14. RIGHT OF CHANGE OR CANCELLATION

DIC shall have the right to change the terms & conditions / cancel the tendering process at any time, without thereby incurring any liabilities to the affected bidders. Reasons for changing the terms & conditions / cancellation, as determined by DIC in its sole discretion include but are not limited to the following:

- a) Services contemplated are no longer required.
- b) Scope of work not adequately or clearly defined due to unforeseen circumstances and / or factors and / or new Deployments.

- c) The project is not in the best interest of DIC.
- d) Any other reason

15. CONFIDENTIALITY AND SECURITY

1) Under this RFP the Selected Agency shall have access to platform data, user participation data, backend records, and technical evidence. Therefore, strict confidentiality is to be maintained at all stages in the manner as prescribed herein-below.

- a) For the purposes of this RFP, “Confidential Information” shall mean all information disclosed pursuant to or for purposes of this RFP, verbally or in written, electronic or other tangible form.
- b) The Selected Agency and its personnel will not, either during the term or after expiration of this RFP/Work Order, disclose any proprietary or confidential information relating to the services, contract or business or operations of DIC or its clients without the prior written consent of DIC.
- c) The Selected Agency will ensure that no information about the platform/software/ hardware/policies of DIC etc., is taken out in any form including electronic form or otherwise.
- d) The Selected Agency may share the Confidential Information with its employees, personnel, agents on a need-to-know basis for the purpose as envisaged under this RFP. The Selected Agency shall ensure that its employees, personnel or agents are bound by the same standards of confidentiality as prescribed under this clause.
- e) Additionally, the Selected Agency shall keep all the details and Information Confidential with regards to the scope as mentioned under this RFP.
- f) DIC shall retain all rights to prevent, stop and if required take the necessary punitive action against the Selected Agency regarding any forbidden disclosure.
- g) No unauthorised sharing of logs, screenshots, data extracts, witness documents, or participation reports shall be permitted.
- h) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:
 - i) Confidential Information already available in the public domain.
 - ii) Confidential Information which has been developed independently by the Selected Agency.
 - iii) Confidential Information received from a third party who had the right to disclose the aforesaid information.
 - iv) Confidential Information which has been disclosed to the public pursuant to a court order.

2) Notwithstanding anything to the contrary mentioned herein above, the Implementation Agency shall have the right to share the Letter of Intent / Work Order provided to it by DIC in relation to this Agreement, with its prospective Purchasers solely for the purpose of and with the intent to evidence and support of its work experience under this agreement.

3) The Bidders are required to sign an Undertaking as provided under **Annexure – X**.

16. CONTENT LIABILITY

1. The Selected Agency shall have sole and exclusive responsibility for the creation, curation, accuracy, legality, and use of all quiz content, including ensuring that such content is original or duly licensed and does not infringe any third-party rights.
2. Any and all claims, disputes, or liabilities arising out of or in connection with the content, including but not limited to intellectual property infringement, inaccuracy, or violation of applicable laws, shall be solely attributable to the Selected Agency.
3. To the fullest extent permitted under applicable law, DoYA and DIC, along with their officers, employees, and representatives, shall have no liability whatsoever, whether direct or indirect, in contract, tort, or otherwise, in relation to the content.
4. The Selected Agency shall, upon award of the Work Order, execute a self-declaration affirming compliance with the above obligations, which shall be a condition precedent to commencement of services.

17. INTELLECTUAL PROPERTY AND OWNERSHIP OF MATERIAL

- 1) For the purpose of this RFP “Intellectual Property Rights” shall mean the proprietary rights, title and interest of the Parties in their trade name, trademark, software, designs, logo, trade secrets, software solutions, patents, copyrighted material or work.
- 2) Each party shall continue to retain all ownership, rights, title and interests in its pre-existing IPR and nothing contained herein shall be construed as preventing or restricting the parties from using its pre-existing IPR in any manner.
- 3) The Parties agree, accept and acknowledge that nothing in this RFP shall be deemed to assign, transfer or license the rights, title and interest in the IPR of one Party, subsisting in its brand, logo, trade-name, work or creation, to the other Party, in the course of this RFP/work order, or thereafter.
- 4) The Intellectual Property of DIC, including but not limited to its logo, trademark, trade-name, brand name and its logo, shall be used by the Selected Agency only for the purpose of rendering the Services under this RFP/work order. Any other use of DIC’s intellectual property shall be deemed to be a substantial breach of this RFP, which shall effectively give DIC the right to terminate the work order and undertake any other actions and seek any other reliefs permitted under the law.
- 5) No Transfer of ownership of any intellectual property should occur under this RFP. The Bidder shall ensure that while it uses any software, hardware, processes or material in the course of performing the service, the Bidder shall have no right

to use in any manner the intellectual property of DIC without prior written authorization of DIC. The Bidder shall keep DIC indemnified against all costs, expenses, and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder during the course of performance of the Services.

- 6) DIC will remain the sole owner of the platform, content, any/all data, notes, submissions, data tables and supporting documents or work conceptualized, created, procured and implemented by the Bidder under this RFP. All intellectual property rights of work/ data generated under this RFP, whether in tangible or intangible form, shall belong to DIC and the Bidder has no rights to assign, license, sell, or use any work conceptualized, created and implemented under this RFP and / or accompanying Master Service Agreement/work order to any third party under any circumstances.

18. INDEMNITY

- 1) The selected Agency (the "Indemnifying Party") shall undertake to indemnify, hold harmless DIC, DoYA , (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non- performance under this agreement.
- 2) If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages, that may be finally awarded against Indemnified Party.
- 3) Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by
 - a) Indemnified Party's misuse or modification of the service;
 - b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party;
 - c) Indemnified Party's use of the service in combination with any product or information not owned or developed by Indemnifying Party;
- 4) However, if any service, information, direction, specification or materials provided by Indemnified Party or any third Party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either
 - a) Procure the right for Indemnified Party to continue using it
 - b) Replace it with a non-infringing equivalent

- c) Modify it to make it non-infringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.
- 5) The indemnities set out above, shall be subject to the following conditions:
- a) The Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
 - b) The Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defence of such claim including reasonable access to all relevant information, documentation and Personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such defence;
 - c) If the Indemnifying Party does not assume full control over the defence of a claim as provided in this article, the Indemnifying Party may participate in such defence at its sole cost & expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in losses;
 - d) The Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
 - e) All settlements of claims subject to indemnification under this clause will:
 - f) be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim
 - g) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
 - h) The Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;
 - i) The Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such claims or proceedings;
 - j) In the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defences of the Indemnified Party with respect to the claims to which such indemnification relates; and
 - k) If a Party makes a claim under the indemnity set out above in respect of any particular loss or losses, then that Party shall not be entitled to make any further claim in respect of that loss or losses (including any claim for damages).
- I. The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any

manner related to agreement, including the work, deliverables or services covered by this agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under agreement. The liability cap given under this clause shall not be applicable to the indemnification obligations set out above.

- II. Except in the case of fraud, wilful misconduct and gross negligence, neither Party shall be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set forth in above) even if it has been advised of their possible existence.
- III. The allocations of liability in this section represent the agreed and bargained-for understanding of the parties and compensation for the services reflects such allocations. Each party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other party pursuant to this agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.

19. CONFLICT OF INTEREST

1) The bidder shall disclose all circumstances that may constitute conflict of interest. Any bidder having direct conflict that compromises independence may be disqualified. The selected agency must remain independent throughout the assignment.

2) A Conflict of Interest shall be deemed to exist where:

- a. the Bidder has common control, ownership, or a business/financial relationship with another Bidder that may influence the bidding process;
- b. the Bidder submits more than one Bid, either individually or as part of a consortium;
- c. the Bidder or its Affiliates has participated in the preparation of the RFP, design, or specifications of the scope;
- d. the Bidder has acted as an advisor or consultant to DIC in relation to the RFP; or
- e. the Bidder has access to confidential information that provides an unfair advantage.

3) DIC reserves the right to disqualify any Bidder or terminate the Contract if a Conflict of Interest is identified at any stage.

4) The Bidders are required to sign an Undertaking for Conflict of Interest as provided under **Annexure – IX**.

20. TERMINATION

DIC may, without prejudice to any other remedy for breach of contract, by written 7 days' notice of default sent to the Selected Agency, terminate the Contract in whole or part. If the Selected Agency fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by DIC pursuant to conditions of contract clause or if the Selected Agency fails to perform any other obligation(s) under the Contract.

In the event that DIC terminates the Contract in whole or in part, pursuant to the conditions of contract clause, it may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Selected Agency shall be liable to pay DIC for any excess costs for such similar services. However, the Selected Agency shall continue the performance of the Contract to the extent not terminated.

Termination for Insolvency: DIC may at any time terminate the Contract to if the Selected Agency becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Selected Agency, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to DIC.

Termination for Conday's written notice sent to the Selected Agency may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for DIC's convenience, the extent to which performance of the Selected Agency under the Contract is terminated, and the date upon which such termination becomes effective. However, any undisputed payment to the invoices of the task accomplished by the Selected Agency would be paid by DIC.

In the event a Bidder is selected through this RFP but subsequently fails to execute the work order because of any reason other than DIC's discretion or fails to initiate the project activities as stipulated in the Work Order after execution of the Work Order or fails to satisfy the terms and conditions set forth in the Work Order, the Work Order shall be cancelled and the Selected Agency shall be debarred from participating in any subsequent RFPs issued by DIC for a period of __2_ years from the date of such non-performance.

21. FORCE MAJEURE

- 1) If at any time, during the continuance of the work order, the performance in whole or in part by either party of any obligation under the selection is prevented or delayed by reasons beyond the control of a party such as war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, natural calamities, lockouts, acts of state or acts of God (hereinafter referred to as "events"), provided notice of happenings of any

such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof, neither party shall, by reason of such event, be entitled to terminate the work order /contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the work order /contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, provided further, that if the performance in whole or in part or any obligation under the selection is prevented or delayed by reason of any such event for a period exceeding 60 days, DIC may at its option, terminate the work order.

- 2) Neither Party shall be liable for any failure or delay in the performance of its obligations under the contract or Work Orders hereunder to the extent such failure or delay or both is caused, directly, without fault by such Party, by reason of such event.
- 3) DIC shall however, be responsible to pay the Selected Agency for the services successfully rendered to the satisfaction of DIC under the Work / Purchase Orders issued pursuant to the contract.

22. GOVERNING LAW, JURISDICTION AND DISPUTE RESOLUTION

- 1) The Selected Agency shall ensure that in case of any discrepancy or dispute with regards to nature of the quiz or questions, DIC and DoYA shall not be responsible.
- 2) This RFP shall be governed according to the Indian laws and shall be subject to the jurisdiction of the Courts at Delhi, India.
- 3) Any differences or disputes arising out of this RFP including any question regarding its existence, validity, or termination shall be resolved mutually by the parties through negotiations.
- 4) In case of non-resolution of disputes as mentioned above, the dispute shall be referred to Arbitration of a Sole Arbitrator mutually appointed by both the Parties and in terms of the Arbitration and Conciliation Act, 1996. The place and seat of the arbitration shall be at New Delhi and proceedings shall be conducted in English language. The parties shall resort to litigation as a last resort only if the alternative dispute resolution mechanisms fail to resolve the dispute.

23. DATA PRIVACY AND CYBER LAW

The Bidders hereby explicitly and unambiguously consent to protect all Data, including the personal data, whether in electronic or other forms. The Selected Agency understand and hereby agree that any use of the data/personal data shall be for the exclusive purpose of implementing, administering, and managing the purpose of the RFP. The Selected

Agency hereby agree that all data, including the Personal Data, must be protected under the data privacy laws and protections as mentioned under the respective law in India, including the Digital Personal Data Protection Act, 2023, and any Rules, Regulation, or guidelines, etc. notified thereunder.

24. ANNEXURES

ANNEXURE I – COVER LETTER

To,
Vice President (Admin and Procurement),
 Digital India Corporation,
 Electronics Niketan,
 6, CGO Complex,
 Lodhi Road,
 New Delhi – 110003

Dear Sir/Madam,

- a. Having examined the RFP including all Annexures, Forms and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned qualify the eligibility criteria and offer to provide the services as mentioned in the RFP and the other schedules of requirements and services for the DIC in conformity with this RFP.

Sr. No.	Particulars	Details
1	Name of Bidder	
2	Registered Address	
3	Website address	
4	Nature of entity (partnership/ private/ public etc.)	
5	Name of Partners / Directors	
6	Date of Incorporation	
7	Details of authorized contact Person	
8	Name	
9	Designation	
10	Telephone no's	
11	Mobile no	
12	Email Address	
13	Fax no	

We confirm that the corrigendum(s) issued from time to time have also been taken into consideration, while submitting this undertaking letter.

- b. We confirm that we have the in-house capabilities to complete the assignment mentioned under this RFP on our own and not through any associate.
- c. We confirm that we have the technical capabilities to deliver all the requirements of the above-mentioned RFP.
- d. We hereby certify that we have provided all the information requested in the RFP in the format requested for. The information provided is correct and true to the best of our knowledge. In case at any stage, it is found that the information given by us is false / not correct or in a different format, the DIC shall have the absolute right to take any action as deemed fit without any prior intimation to us.
- e. We agree to abide by the terms of this Tender from the date fixed for receiving the same or agreed extended period and it shall remain binding upon us and may be accepted at any time before the expiry of the period.
- f. If our Proposal is accepted, we undertake to complete and deliver the whole of the works in the RFP; comply with the delivery schedule as mentioned in the RFP and agree to abide by the General Terms and Conditions.
- g. We agree to abide by this Financial Proposal for 30 days from the date of the submission of proposal and our Offer shall remain binding on us and may be accepted by the DIC any time before expiry of the offer.
- h. Unless and until a formal Agreement is executed, this Tender together with our written acceptance thereof shall constitute binding Terms and Conditions between the DIC and us.
- i. We understand that the RFP does not commit the DIC to reimburse the Bidder for any costs incurred in submission of this proposal. All statements in this RFP and any pre-contract negotiations, understandings and agreements resulting from this RFP are preliminary; consequently, the DIC has no obligation to us until a written contract is executed.
- j. We agree that the DIC is not bound to accept the lowest or any Bid the DIC may receive.
- k. We understand that the DIC has the right, without assigning reasons thereof, to
 - i. Reject, amend, and modify any condition contained in the RFP.
 - ii. Terminate this RFP.
 - iii. Negotiate with one or more Participants.
 - iv. Not award the assignment to any of the Participants and / or recommence the entire process.
 - v. Contract with one or more Participants for any reasons whatsoever.
 - vi. Modify the requirements and terms of this RFP and request revised proposals from some or all the Participants.

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

Yours sincerely,

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

Place:

Date:

ANNEXURE II – PAST EXPERIENCE DETAILS

S. No	Client Name	Project Description	Year	Contract Value (₹)	Supporting Document
1					
2					
3					

Note:

Attach Work Orders / Completion Certificates.

ANNEXURE III – SELF-DECLARATION OF NON-BLACKLISTING

[On the letter head of the organization]

Date:

To,

Vice President (Admin & Procurement),

Digital India Corporation,

Electronics Niketan,

6, CGO Complex,

Lodhi Road,

New Delhi – 110003

Subject: Self Declaration bid for Submission of Bid for RFP / Tender No. <<>>

1. "I/We _____ (Name of Bidder/Authorized Signatory) having corporate office located at _____, hereby certify and confirm that I/We is/are participating in this tender as a single entity and not as a part of consortium or group companies for the subject mentioned above and shall be solely responsible for the execution and delivery of the scope of work defined in the tender.
2. I/We _____ (Name of Bidder/Authorized Signatory) hereby certify that _____ (Name of Bidder) have not been blacklisted/debarred or remained debarred/blacklisted by any of the Ministry/ Department of Government of India/ State Governments or any other organization/entity, and _____ (Name of Bidder) have not been found guilty of any criminal offence by _____ any _____ Court _____ of _____ law.
3. I/We _____ (Name of Bidder/Authorized Signatory) hereby agree to execute "Integrity Pact" with Digital India Corporation on award of the contract to us.
4. I/ We _____ (Name of Bidder/Authorized Signatory) hereby declare that all the information and statements made in this bid are true and correct to the best of my/our knowledge and belief and nothing material has been concealed therein.

5. I/ We _____ (Name of Bidder/Authorized Signatory) hereby further declare that I/ We _____ (Name of Bidder/Authorized Signatory) is/are fully aware that if at any given point of time it is found that the declaration made herein is factually incorrect, Digital India Corporation may take a decision to cancel the contract with immediate effect, exercise its right to blacklist the organization and the performance bank guarantee may also be forfeited.”

For

(Name of the authorized person with signature & seal of the company)
Name of the Company:

Sincerely,

Name & Designation of the Authorized Signatory

ANNEXURE IV – TEAM COMPOSITION & KEY PERSONNEL

S. No	Name	Role	Qualification	Experience (Years)	Relevant Experience
1		Project Manager			
2		Content Lead			
3		Quiz Master			
4		Research Analyst			
5		SME			

Note:

Attach CVs of key personnel.

ANNEXURE V – FINANCIAL BID FORMAT

S. No.	Description	Unit	Indicative Quantity	Unit Rate (₹)	Total Evaluated Price (₹)
1	End-to-end design, development, and execution of quizzes on MY Bharat platform (<i>up to 500 questions per quiz</i>)	Per Quiz	50		
2	Additional Questions beyond 500 per quiz	Per Question	100 (indicative)		
	GST (as applicable)				
	Total Evaluated Financial Quote				

a) The bidder shall quote a **single rate per quiz**, covering complete services from design to execution.

b) For evaluation, this rate will be multiplied by **50 quizzes**.

c) A **separate rate per additional question** (beyond 500 questions per quiz) shall also be quoted.

d) The total evaluated cost will include:

- Cost of 50 quizzes, and
- Cost of additional questions (based on indicative quantity)

e) The quantities mentioned are **only for evaluation**. Actual payment will be based on work done.

Note:

- Prices shall be inclusive of all costs.
- Taxes to be mentioned separately (if applicable).

ANNEXURE VI – SELF-DECLARATION OF ACCEPTANCE OF TERMS

(To be submitted on Company Letterhead)

To,
Vice President (Admin & Procurement),
Digital India Corporation,
Electronics Niketan,
6, CGO Complex,
Lodhi Road,
New Delhi – 110003

I/We hereby confirm that:

- We have read and understood the RFP document in full.
- We agree to all terms, conditions, SLA, and penalties.
- We will comply with all requirements if selected.

For

(Name of the authorized person with signature & seal of the company)
Name of the Company:

Sincerely,

Name & Designation of the Authorized Signatory

ANNEXURE VII – CHECKLIST FOR BID SUBMISSION

The bidder shall submit a detailed proposal including:

- a) Approach and methodology for execution;
- b) Sample questions demonstrating content quality (with explanation and source);
- c) Proposed team structure and CVs;
- d) Experience and past assignments;
- e) Understanding of MY Bharat platform and objectives.

Additionally the following are also needed.

S. No	Document	Submitted (Yes/No)
1	Bidder Information Form	
2	Financial Turnover	

3	Past Experience	
4	Non-Blacklisting Certificate	
5	Team Details	
6	Sample Questions	
7	Financial Bid	
8	EMD (if applicable)	

Incomplete or non-compliant submissions may be rejected.

ANNEXURE VIII – FORMAT FOR SUBMISSION OF TECHNICAL BIDS

Technical Bid Covering Letter

<Location, Date>

To,

Vice President (Admin and Procurement),
Digital India Corporation,
Electronics Niketan,
6, CGO Complex,
Lodhi Road,
New Delhi – 110003

Subject: Submission of the technical bid for Engagement of Agency for Design, Development, and Execution of Quizzes on MY Bharat Platform

Sir,

The undersigned, on behalf of [give the name of firm], offers to provide services for [Insert title of Assignment] in accordance with your Request for Proposal (RFP) dated [Insert Date] and our Proposal. We are hereby submitting our technical proposal.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of all the volumes of this RFP document. We would hold the terms of our proposal valid for the number of days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely, (Authorized Signatory)
(Name, Designation, Address, Contact Details, Seal, Date)

ANNEXURE IX – UNDERTAKING FOR NO CONFLICT OF INTEREST

(To be printed on Company letterhead)

Undertaking (No Conflict of Interest)

We hereby confirm that our company _____ <<Name of Bidder>> is not involved in any conflict-of-interest situation with one or more parties in this bidding process, including but not limited to –

1. Receive or have received any direct or indirect subsidy from any of them; or
2. Have common controlling shareholders; or
3. Have the same legal representative for purposes of this Bid; or
4. Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or
5. Influence the decisions of DIC regarding this bidding process; or
6. Participation in more than one bid in this bidding process. Participation in more than one Bid will result in the disqualification of all Bids. However, this does not limit the inclusion of the same product (commercially available hardware, software or network product manufactured or produced by the firm), as well as purely incidental services such as installation, configuration, routine training, and ongoing maintenance/support, in more than one bid: or
7. Participation as a consultant in the preparation of the design or technical specifications of the goods and services that are the subject of the bid.
8. Association as Consultant/ Advisor/ Third party independent evaluating agency with any of the Agency/Organisation taking part in the bid process.

Signature:

Name:

Designation:

Address:

Seal:

Date:

ANNEXURE X – CONFIDENTIALITY AND DATA SECURITY UNDERTAKING

(On official letterhead)

We, _____, hereby undertake that if awarded the assignment, we shall:

1. maintain complete confidentiality of all information, data, reports, records, screenshots, logs, analytics, submissions, witness documents, draft reports, and communications received or generated during the assignment;
2. use such information solely for the purpose of performing this assignment;
3. not disclose, publish, reproduce, transmit, distribute, or share any such material with any third party without prior written approval of DIC;
4. restrict access to such information only to authorized team members on a need-to-know basis;
5. ensure secure storage, transmission, and handling of all electronic and physical records;

6. implement adequate access controls, password protection, and internal safeguards;
7. return or securely destroy all data and confidential records upon completion / termination of the assignment, as directed by DIC;
8. remain bound by this undertaking even after completion of the assignment.

We also agree that any breach of this undertaking shall make us liable for contractual, legal, and other action as may be deemed appropriate by DIC.

Authorized Signatory

Name

Designation

Date

Seal

ANNEXURE XI - INTEGRITY PACT

Template for Integrity Pact

**(Note: All Law will be considered/applicable as per the latest amendments.
The Bidder must submit this on a Rs.100 Stamp Paper)**

This Integrity Agreement is made at on this day of 20.....
The VP (Admin and Procurement), acting through the **Digital India Corporation, A section 8 company of Companies Act 2013, Ministry of Electronics & Information Technology, GOI, New Delhi- 110003** (hereinafter referred to as the “DIC”, which expression shall, unless excluded by or repugnant to the context, deemed to include its successor/s in office or assign) of the First Part;

AND

<***>, a Company incorporated under the Companies Act, 1956/2013 or LLP Act, 2008 having its registered office at <***>(hereinafter referred to as “Bidder” which expression shall, unless the context otherwise requires, include its permitted successors and assigns) of the Second Part.

Preamble

The purchaser intends to award, under laid down organizational procedures, contract for “Request for Proposal(RFP) for Engagement of an Agency for Deployment & Operation of an Automated Litigation and Arbitration Management System”, through tender process and has issued RFP bearing number..... The purchaser values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and /or Vendor(s) / Contractor(s).

Section 1- Commitments of the purchaser

1. The purchaser commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a. No employee of the purchaser, personally or through family members, will in connection with the RFP for, or the execution of the Agreement, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The purchaser will during this tender process treat all Bidder(s) with equity and reason.
 - c. The purchaser will in particular, before and during this tender process, provide to all Bidders the same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to this tender process or the Agreement execution.
 - d. The purchaser will exclude from the process all known prejudiced persons.
2. If the purchaser obtains information on the conduct of any of its officers / employees which is a criminal offence under the Indian Penal Code 1860 and/or Prevention of Corruption Act 1988, or if there be a substantive suspicion in this regard, the purchaser will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2- Commitments of the Bidder

- a. The Bidder commits to take all measures necessary to prevent corruption. It commits itself to observe the following principles during its participation in this tender process and during the Agreement execution.
- b. The Bidder will not, directly or through any other persons or firm, offer promise or give to any of the purchaser's employees involved in this tender process or the execution of the Agreement or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during this tender process or during the execution of the Agreement.
- c. The Bidder will not enter with other bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in this tender process.
- d. The Bidder will not commit any offence under the Indian Penal Code 1860 and / or Prevention of Corruption Act 1988; further the Bidder will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the purchaser as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

- e. The Bidder will, when presenting its bid, disclose any and all payments it has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with this tendering process or the award of Agreement under this tendering process.
- f. The Bidder will not, directly or through any other person or firm, approach any Government officials, ministers, political persons, public servants, or any external agencies in an effort to influence the bidding decision making process or to attain any undue favours to the Bidder.
- g. The Bidder shall exclude, from this tender process or execution of the Agreement, all known prejudiced persons including those employees / Directors /management representatives of the Bidder who have family relationships with the employees or officers of the purchaser.
- h. The Bidder shall disclose the circumstances, arrangements, undertakings or relationships that constitute, or may reasonably be considered to constitute, an actual or potential conflict of interest with its obligations specified in the tender process or under any Agreement which may be negotiated or executed with the purchaser. Bidder and its employees, agents, advisors and any other person associated with the Bidder must not place themselves in a position which may, or does, give rise to conflict of interest (or a potential conflict of interest) between the interests of the purchaser or any other interests during this tender process or through operation of the Agreement.
 - i. The Bidder will not indulge in any corrupt, fraudulent, coercive, undesirable or restrictive practice in the tender process or the execution of the Agreement.
 - ii. The Bidder will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3: Disqualification from tender process and exclusion from future Contracts

If the Bidder, during the tender process or before award or during execution of the Agreement has committed a transgression through a violation of Section 2 above, or in any other form, such as to put his reliability or credibility in question, the purchaser is entitled to disqualify the Bidder from this tender process or decide not to award the work or terminate the awarded Agreement or blacklist the Bidder.

Section 4: Compensation for Damages

- a. If the purchaser has disqualified the Bidder from this tender process prior to the award according to Section 3, the purchaser is entitled to forfeit the Earnest Money Deposit/ Bid Security deposited by the Bidder.
- b. If the purchaser has terminated the Agreement according to Section 3, or if the purchaser is entitled to terminate the Agreement according to Section 3, the purchaser shall be entitled to demand and recover from the Bidder / Vendor the amount equivalent to Security Deposit

/ Performance Bank Guarantee in addition to any other penalties/ recoveries as per terms and conditions of the Agreement.

Section 5: Previous Transgression

- a. The Bidder declares that no previous transgressions occurred in the last three years with any other Central Government / State Government or Central PSU entity in India or any entity in any other country conforming to the anti-corruption approach that could justify Bidder's exclusion from this tender process.
- b. If the Bidder makes an incorrect statement on this subject or hides any material information, the purchaser is entitled to disqualify the Bidder from this tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6: Equal treatment of all Bidders

- a. Only if the Bidder has entered into this Integrity Pact with the purchaser, the Bidder shall be eligible to participate in this tender process or execution of the Agreement.
- b. The purchaser will have the right to disqualify the Bidder from this tender process if the Bidder does not get this Integrity Pact from Bidder's authorized signatory or violate any of its provisions.

Section 7: Criminal charges against violation Bidder

If the purchaser obtains knowledge of conduct of the Bidder, or of an employee or a representative or an associate of the Bidder which constitutes corruption, or if the purchaser has substantive suspicion in this regard, the purchaser will inform the same to the Chief Vigilance Officer.

Section 8- Pact Duration

- a. This Integrity Pact begins when both Parties have legally signed it. It expires for the successful Bidder 12 months after the last payment under the Agreement, and for all other bidders, 6 months after the execution of the Agreement with the purchaser.
- b. If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by the purchaser.

Section 9 – Other provisions

- b. This Integrity Pact is subject to Indian Law, place of performance and jurisdiction is the Office of the purchaser first above written, i.e. New Delhi.
- c. Changes and supplements of this Integrity Pact as well as termination notices need to be made in writing. Parties acknowledge that side agreements have not been made.
- d. Should one or several provisions of this Integrity Pact turn out to be invalid, the remainder of this Integrity Pact remains valid. In this case,

the Parties will strive to come to an agreement to their original intentions.

(Official Seal)

(Official Seal)

Place: _____
Date: _____

Place: _____
Date: _____

Witness 1:
(Name & Address):

Witness 2:
(Name & Address):

ANNEXURE XII – PERFORMANCE BANK GUARANTEE
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To,

**Vice President (Admin &
Procurement),**

Digital India Corporation,
Electronics Niketan,
6, CGO Complex,
Lodhi Road,
New Delhi – 110003

Whereas, <> (hereinafter called “the applicant”) has undertaken, in pursuance of Tender No: <<.....>> dated <> for “**RFP For Engagement of Agency for Design, Development, and Execution of Quizzes on MY Bharat Platform**” to Digital India Corporation (hereinafter called “the beneficiary”) And whereas it has been stipulated in the said RFP that the applicant shall furnish you with an irrevocable and unconditional bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the RFP; And whereas we, <> a banking company incorporated and having its head /registered office at <> and having one of its offices at <> have agreed to give the DIC such a bank guarantee. Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Selected Agency, upto a total of INR <> (Rupees <> only) and we undertake to pay you, upon your first written demand declaring the Selected Agency to be in default under the RFP/Work Order and without cavil or argument, any sum or sums within the limits of INR <> (Rupees <> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein. We hereby waive the necessity of your demanding the said debt from the Selected Agency before presenting us with the demand. We further agree that no change or addition to or other modification of the terms of the RFP/Work Order to

be performed there under or of any of the RFP documents which may be made between you and the Selected Agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

Notwithstanding anything contained herein:

1. Our liability under this bank guarantee shall not exceed Rs <> (Rupees <> only).
2. This bank guarantee shall be valid up to 6 months beyond the term of Contract.
3. It is a condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <> failing which our liability under the guarantee will automatically cease.

Yours sincerely,

For _____ (Name of the authorized person with signature & seal of the company) Name of the Company:

ANNEXURE XIII PRE-BID QUERY FORMAT

S. No.	RFP Clause / Section No.	Page No.	Existing Provision / Requirement	Query / Clarification Sought	Suggested Modification, if any	Bidder Name	Remarks
1							
2							
3							
4							
5							

Submission Details

Particular	Details
Name of Bidder / Agency	
Contact Person	
Designation	
Email ID	
Mobile Number	
Date of Submission	
Signature / Stamp	

Note:

Bidders are requested to submit all pre-bid queries strictly in the above format. Queries not submitted in the prescribed format may not be considered.

Signature Not Verified

Digitally signed by GAURAV TAKKAR
Date: 2026.05.13 15:55:06 IST
Location: eProcure-EPROC