

# **Request for Expression of Interest**

*for*

**Design, Development, Implementation and  
Maintenance of an Artificial Intelligence (AI) &  
Machine Learning (ML) based platform as a service  
for multilingual translation and voice localisation**

**New Media Wing  
Ministry of Information and Broadcasting  
Government of India**

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## 1. INTRODUCTION

- a) The Ministry of Information & Broadcasting is mandated with the task of information dissemination on various Government schemes, policies and programmes through various Media Units of the Ministry. The Ministry of I&B plays a significant role in the dissemination of information on key policy initiatives of the Government through various modes of communication and integrating various media campaigns for better outreach and impact.
- b) To ensure that all citizens are informed, the Ministry of I&B needs localisation, translation, transcription, transliteration, and conversion services through an AI-ML-based digital solution. For this purpose, the New Media Wing (NMW) of the Ministry of I&B intends to hire an agency with a portfolio of successfully implementing AI-ML-based digital platforms for multilingual translation and voice localisation (text-to-text, speech-to-text, text-to-speech, and speech-to-speech) services.
- c) The project will empower the Ministry to harness state-of-the-art Artificial Intelligence innovations for streamlined dissemination of information regarding government policies, programs, and updates in various Indian languages, utilising advanced AI algorithms and technologies.

### 1.1. Important information to the applicants

S. No.	Details
1	Name of the Client: New Media Wing, Ministry of Information and Broadcasting, Government of India
2.	Name of the assignment: AI-ML based platform as a service for multilingual translation and voice localisation
3	Method of selection: Based on Technical and Financial Evaluation using QCBS Methodology during subsequent RFP/bidding process through GeM
4	Period of contract: The contract to be awarded after the subsequent EoI/bidding process shall be valid for an initial period of 1 year which may be extended for a further period of 1 year
5	Others: <ol style="list-style-type: none"><li>i. Applicants are advised that the shortlisting of agencies for implementation of AI-ML based platform as a service for multilingual translation and voice localisation shall be on the basis of the Minimum Eligibility &amp; Pre-qualification Criteria specified in this REoI. The applicants shall be deemed to have understood and agreed that no explanation or justification for any aspect of the process for shortlisting shall be given and that the decisions of NMW in this regard are without any right of appeal, whatsoever.</li><li>ii. Material deficiencies in providing the information requested may result in rejection of the EoI. NMW's decision in this regard shall be final and binding.</li></ol>

	<ul style="list-style-type: none"> <li>iii. The cost to be incurred by the prospective applicants to prepare the EoI, including any visits to NMW will not be reimbursed.</li> <li>iv. Information relating to evaluation of EoIs and recommendations concerning the shortlisting shall not be disclosed to the applicants or to other persons not officially concerned with the process.</li> <li>v. During evaluation of the EoIs, NMW may, at its discretion, ask the applicants for clarifications on their proposal. The applicants are required to respond within the time frame prescribed by NMW.</li> <li>vi. At any time prior to the deadline for submission of EoI, NMW may, for any reason, modify the REoI. The prospective applicants having received the REoI shall be notified of the amendments through GeM and such amendments shall be binding on them.</li> <li>vii. Right to reject any or all proposals: Notwithstanding anything contained in this REoI, NMW reserves the right to accept or reject any proposal, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.</li> <li>viii. Without prejudice to the generality of Clause (vii) above, NMW reserves the right to reject any proposal if: (a) at any time, a material misrepresentation is made or discovered, or (b) the applicant does not provide, within the time specified by NMW, the supplemental information sought by NMW for evaluation of the proposal. Misrepresentation/improper response by the applicant may lead to the disqualification of the applicant.</li> </ul>
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## 1.2. Governing Language and Law

- a) The EoI submitted by the consultants and all subsequent correspondence and documents relating to the EoI exchanged between the consultant and the buyer should be written in English language. However, the language of any printed literature furnished by a consultant in connection with its EoI may be written in any other language provided a certified English translation accompanies the same in the EoI. For interpretation of the EoI, certified English translation of the EoI shall prevail.
- b) The REoI process shall be subject to the laws of the Union of India and the exclusive jurisdiction of courts relevant to the address of the Tender Inviting Authority.

## 1.3. Acronyms

The following acronyms have been used in this REoI document:

- a) RFP: Request for Proposals
- b) EoI: Expression of Interest
- c) REoI: Request for Expression of Interest
- d) Ministry of I&B: Ministry of Information and Broadcasting
- e) NMW: New Media Wing
- f) AI/ML: Artificial Intelligence/Machine Learning
- g) LTs: Language Translators
- h) AV: Audio-Video

#### 1.4. Specifications of the Project

The technical specifications for the project encompass a multifaceted AI/ML-based platform designed to facilitate user-friendly interactions, including video and text uploads with the capability to produce translated content in downloadable formats. This platform is intended to support both online and offline modes of data input, accommodating legacy data from diverse physical and digital media sources. Additionally, it aims to integrate AI/ML-driven language translation functionalities specifically tailored for Indian languages.

The digital platform should feature a comprehensive user interface for uploading, downloading, and editing translated content, complemented by mechanisms for leaving comments and feedback. To ensure seamless integration, speech-to-speech translation will synchronise with original files via timestamping, with subtitles for video files. Moreover, users should be provided with customisation options for audio and video outputs, including voice gender, pace, and pitch.

The AI platform should be developed as an application layer over and above Bhashini's AI models, which enables language translations (text-text, speech-speech, text-speech, and speech-text) to be leveraged by the Ministry of Information and Broadcasting and other Ministries of the Government of India.

In terms of content compatibility, the platform should support various formats such as text, audio-visuals, audio, and pictures. To maintain accuracy and reliability, configurable services should be available, with Language Translators trained to verify and rectify AI/ML-generated translations within specified timeframes.

The platform should be designed to uphold stringent data protection measures while accommodating potential growth and expansion, also ensuring security and scalability.

Domain-specific training should be ensured to guarantee maximum accuracy in translation implementation, meeting client requirements efficiently.

The platform's functionalities should encompass a range of activities, including individual auto-ticketing for language and service-specific translation requests, and delivering error-free outputs vetted by LTs within designated timeframes. Technical support should be provided to ensure the smooth operation of client interfaces and dashboards, along with the management and generation of various reports and feedback. Feedback from clients, as outlined in the project documentation, should also be actively solicited and incorporated into platform enhancements.

Shortlisting of prospective bidders for this project shall be done through this REoI. Final selection shall be done based on the response to the RFP to be floated subsequently. It is important to note that only the agencies shortlisted through this REoI shall be eligible to participate in the final bidding process.

## 2. INVITATION FOR EXPRESSION OF INTEREST

- 2.1. The purpose of this Expression of Interest (EoI) is to shortlist agencies to create a cutting-edge solution that will assist in multilingual translations and audio localisation for the successful dissemination of information by various Ministries of the Government of India. The detailed Scope of Work, Terms and Conditions and parameters for the selection of the agency will be provided in the Request for Proposal (RFP) document.
- 2.2. The Artificial Intelligence/Machine Learning (AI/ML) based conversion (translation, transcription, transliteration, dubbing/voice-over) of multimedia content, i.e., text/AV will cater to the Media Units of the Ministry of Information & Broadcasting or other Ministries and Departments of Government of India in respect of Govt. Policies/Press Releases/Advertisements/Radio-TV spots, etc.
- 2.3. Interested bidders are advised to study the REoI document carefully. Submission of EoI shall be deemed to have been done after careful study and examination of the REoI document with a full understanding of its implications.
- 2.4. Shortlisting of agencies based on EoI does not guarantee the award of a Work Order / Contract.
- 2.5. The process of shortlisting may be stopped by NMW/Ministry, without citing any reason.
- 2.6. EoI is not transferable.

## 3. SCOPE OF WORK

### 3.1. Objectives of REoI

The overall objective of this REoI is to shortlist agencies with proven capabilities for the implementation of an efficient AI/ML platform that shall assist the Ministry of Information and Broadcasting and its Media Units in language translation and audio localisation projects.

The Scope of Work of the hired agency will include the data management and integrated working of the entire system, in addition to the following:

#### I. Scope of Work for Translation/Voice Localisation

Required Service	Examples of a few use cases
Text-to-Text Services	Press Releases, Articles, Publications, and Books in Indian Languages
Speech-to-Text or Text-to-Speech	Subtitles of the videos, Radio Jingles, Audio Spots in Indian languages, Press Releases

Speech-to-Speech	Video translation with time stamp, Production of Short videos/ documentaries in Indian languages
Audio localisation	Audio in one to other languages, Audio Jingles, Short radio programs, Podcast

**Note:**

These are a few examples. The actual work may vary as per the needs of the Ministry of I&B and its Media Units.

**II. Key Deliverables with Timeline**

- A. The final curated and verified files, including Timed Text/SRT, audio, and video files of desired quality, will be delivered based on the quality of the provided source content. Clients/NMW will furnish the source content for this purpose.
- B. The translated output of audio/video content should be time-stamped to synchronise with the original audio/video. Subtitles are desired in speech-to-speech translation.

**III. Essential Language Capabilities under Scope of Work**

- A. The agency should have existing/current capabilities of translation of content into at least 12 languages:

1. Assamese
2. Bangla
3. Gujarati
4. Kannada
5. Malayalam
6. Marathi
7. Hindi
8. Oriya
9. Punjabi
10. Telugu
11. Tamil
12. Urdu

- B. Knowledge of any of the additional 10 languages, i.e., Kashmiri, Konkani, Manipuri, Nepali, Sanskrit, Sindhi, Bodo, Santhali, Maithili and Dogri will be an advantage.

- C. There should be a provision for adding any Indian language on a need basis.



D. Language Translators, with a minimum of 5 years of relevant work experience, should be provided for every language (separate resources for every language), and they should be efficient enough to provide error-free output (a minimum of 11 LTs of the 12 proposed languages).

#### IV. Standard Errors

The following errors should be followed and adhered to during the translation/localisation process:

Criteria Group	Category
Supers/Label errors	Special characters should not be broken
Language errors	No grammatical errors
Language errors	No spelling mistakes
Language errors	No incomplete translation. No input content should be missed, and the translated content should not have any input language words.
Language errors	The translation should not be meaningless
Contextual errors	Right words should be used as per the context of the area
Contextual errors	Translation should convey the contextual understanding of the original content
Formatting Errors (For scripts)	The text should be displayed similarly to the original language with the same line breaks, and spacing as in the original content.
Formatting Errors	No original content symbols and special characters should be dropped during translation

### 3.2. Specifications of the Digital Platform

The platform must have the ability to input raw data at scale and process the data via developed AI/ML models and algorithms into meaningful insights facilitated via an analytics dashboard interface.

The platform should have capabilities to translate, transcribe, transliterate, and localise content in at least 12 Indian languages - Hindi, Bangla, Tamil, Telugu, Marathi, Gujarati, Kannada, Malayalam, Oriya, Punjabi, Urdu and Assamese.

The platform should provide an analytical dashboard with an easy user interface with at least below options:

- i. Option to upload the input file (Text/Audio/Video)
- ii. Option to choose the desired service and provide instructions
- iii. Option to set the desired timeline
- iv. Option to download the translated and curated content.
- v. Option of video conferencing with the LTs

The platform should be plugged with customisation options for machine-generated voice (gender, pace, and pitch).

The platform should be secure to handle confidential data.

The platform should individually ticket different requests and show the status.

The platform should have high accuracy and precision.

Dashboards should reflect trends in real-time, weekly, monthly, etc.

The platform should enable role-based User Management. For example, Super Admin, Data upload role, Data publish role, Data administrator role etc.

The managed service must be protected by an in-line intrusion detection service or a web application firewall installed on all external-facing servers.

The platform should be equipped with high data security and privacy standards.

Management of servers, GPUs, Instances, on-premises integrations, and other necessary maintenance of hardware/software support should be ensured.

The platform must be capable enough to handle data load including-

- a. Handling spikes in traffic to external -sites due to high usage or login: The Agency will need to have the capacity to scale up and handle periodic spikes in traffic and higher real-time queries, and
- b. Provision of adding multiple people to secure logins

The vendor shall be responsible for making the UI/layout of the platform in consultation with the NMW/client.

### 3.3. File Support

The platform is expected to support the following input file types:

Text	DOC, DOCX, TXT, PDF*, XLS, XLSX, SRT
Audio	MP3*, WAV*, AAC
Video	MP4*, MKV*, WMV, MOV

*\*These file types are mandatory to support.*

### **3.4. Translation Process**

All Translations would be done using a Machine Translation through the Bhashini API workbench with Maker & Checker Desk. The language expert would check the translation for errors (as specified in “3. SCOPE OF WORK IV. Standard Errors”) and ensure error-free translation. The workbench should record the original and corrected translation and the same should be available as a data pipeline to Ministry of I&B’s Media Units and Bhashini

The workbench should have a dashboard which shows the translation metrics. Demonstration of the translation workbench for text/audio/video and its integration with Bhashini are integral parts of the evaluation process.

Note: Bhashini API usage has to be estimated by the vendor.

### **4. RIGHT TO REJECT ANY OR ALL EoI**

The issue of the REoI document does not imply that NMW is bound to shortlist Consultants. NMW reserves its right to accept or reject any or all EoIs, abandon/bypass/cancel the REoI process and issue another REoI for the same or similar Services before or after shortlisting agencies. It would have no liability to the affected agency or any obligation to inform the affected agency of the grounds for such action(s).

### **5. EVALUATION OF EoIS AND SHORTLISTING OF AGENCIES**

#### **5.1. General Norms**

##### **5.1.1. Evaluation is based only on declared criteria**

- 1) The evaluation shall be based upon scrutinising and examining all relevant data and details submitted by Consultants in their EoI and other allied information deemed appropriate by NMW. Evaluation of EoIs shall be based only on the criteria/ conditions included in the REoI document.
- 2) Information relating to the evaluation of EoIs and shortlisting results shall not be disclosed to any participant or any other persons not officially concerned with such process until the notification of shortlisting is made.
- 3) The determination shall not consider the qualifications of other firms, such as the consultant's subsidiaries, parent entities, affiliates, or any other firm(s) different from the consultant.

### 5.1.2. **Clarification of EoIs and shortfall documents**

- 1) During the evaluation of EoIs, NMW may, at its discretion, but without any obligation to do so, ask Consultants to clarify its EoI by a specified date (or, if not specified, seven days from the date of receipt of such request). Consultants should answer the clarification within that specified date. The clarification request and response shall be submitted in writing or electronically. No change in the substance of the EoI shall be sought, offered, or permitted that may grant any undue advantage to such a consultant. Any clarification submitted by a Consultant regarding its EoI that is not in response to a request by the Purchasing Entity shall not be considered.
- 2) NMW reserves its right to, but without any obligation to do so, seek any shortfall information/ documents. Provided such information/ documents are historical, which pre-existed at the time of the EoI opening and which have not undergone change since then and do not grant any undue advantage to any consultant. There is a provision on the portal for requesting Short-fall documents from the consultants. The system allows taking the shortfall documents from consultants only once after the EoI opening.
- 3) If the consultant fails to provide satisfactory clarification and/or missing information, its EoI shall be evaluated based on available information and documents.

### 5.1.3. **Contacting NMW during the evaluation**

From EoI submission to shortlisting of Consultants, no participating agency shall contact NMW on any matter relating to the submitted EoI. If a prospective agency needs to contact the NMW relating to this EoI, it should do so only in writing or electronically. Any effort by the prospective agency to influence NMW during the REoI process shall be construed as a breach of the Code of Integrity, and EoI shall be liable to be rejected as non-responsive in addition to other punitive actions for such a breach as per the REoI document.

## 5.2. **Evaluation of EoIs And Shortlisting**

In evaluating the EoI, conformity to the eligibility and qualification criteria to those in the REoI document is ascertained. Additional factors incorporated in the REoI document shall also be considered as indicated herein:

- A. Only substantively responsive EoIs shall be evaluated for shortlisting. A substantively responsive EoI is complete and conforms to the REoI document's essential terms and conditions. Unless otherwise stipulated in Section II: Appendix, the following are some of the crucial aspects for which an EoI shall be rejected as nonresponsive: The EoI is not in the prescribed format or is not submitted as per the stipulations in the REoI document.
- B. The consultant is not eligible to participate in the EoI as per laid down eligibility criteria;
- C. The EoI validity is shorter than the required period.
- D. The EoI departs from the essential requirements stipulated in the EoI document;

- E. Non-submission or submission of illegible scanned copies of stipulated documents/ declarations, if any.
- F. The prospective agency fails to provide and/or comply with the required information, instructions etc., incorporated in the REoI document or gives evasive information/ reply against any such stipulations.
- G. The prospective agency furnishes wrong and/or misleading data, statement(s) etc. In such a situation, besides rejecting the EoI as nonresponsive, it is liable to attract other punitive actions under relevant provisions of the REoI document for breach of the Code of Integrity.

### **5.2.1. Evaluation of eligibility**

The procuring entity shall determine, to its satisfaction, whether the agencies are eligible to participate in the REoI process. The eligibility evaluation shall be on a “pass” or “fail” basis. The prospective agency must achieve a “pass” on all the criteria mentioned in para 5.2.3. to proceed to the next step. Any agency not achieving a ‘pass’ in any of the eligibility criteria shall be rejected as nonresponsive.

### **5.2.2. Evaluation of EoIs**

1. NMW shall determine whether the agencies are qualified and capable in all respects to be shortlisted to provide the ‘Services’ (subject to dispensation, if any, for Startups), as per the qualification criteria mentioned in **5.2.3**. The determination shall not consider the qualifications of other firms, such as the agencies’ subsidiaries, parent entities, affiliates, or any other entity different from the prospective agency. NMW reserves the right to waive minor deviations in the qualification criteria if they do not materially affect the capability of the agency to perform the contract.
2. Agencies planning to subcontract any of the key activities to sub-agencies shall specify the activities or parts of the Services to be subcontracted in their EoI identifying the proposed sub-agencies in their EoI. Experience (but not Financial Qualifications) of such proposed Sub-agencies can be used to meet the experience requirements specified in the Qualification Criteria.
3. Unless otherwise stipulated, assignments completed by the agency’s individual experts working privately or through other firms cannot be claimed as the relevant experience of the prospective agency or that of the agency’s partners or sub-agencies.

### **5.2.3 Minimum Eligibility and Pre-qualification Criteria**

The following will be the minimum qualification criteria. The bidders who qualify all the following criteria shall only be qualified for submission of this RFP document/ participation in the bidding process. To be eligible for shortlisting, the agency should possess all the following qualification criteria. Responses not meeting the minimum qualification criteria will be rejected.

<b>S. No.</b>	<b>Pre Qualification Criteria</b>	<b>Documents required in support of claim</b>
<b>1.</b>	The applicant should be a Firm/ Company/ LLP/ Partnership/ Proprietorship Firm/ Society/ Joint Venture, duly registered under the relevant laws.	Copy of Certificate of incorporation and Partnership Deed etc. as applicable.
<b>2.</b>	The average annual turnover should be at least Rs. 25 crore in the last three financial years (2020-21, 2021-22, 2022-23).	A CA Certificate stating the net worth and Turn Over of the organisation for each year
<b>3.</b>	The bidder must have executed 3 jobs related to AI/ML digital platform designing of amount greater than Rs. 1 crore each for any government Ministry/Department, Public Sector Undertaking, State Government, Government University, Urban Local body.	Copy of Original Contract along with Work Order/Completion Certificate
<b>4.</b>	The applicant should not have been ever blacklisted by any government department/organisation/body	Self-Declaration by the applicant with seal and signatures

The applicant is also required to furnish the following:

- Copy of PAN
- Copy of GST Registration
- ISO and CMMi Level-5 certifications

## **6. INSTRUCTIONS TO BIDDERS**

### **6.1. Instructions for submission of EoI**

- a) Based on the EoIs received, the shortlisted agencies shall be willing to serve the New Media Wing and other media units of the Ministry of I&B or other ministries under the Government of India through its AI/ML model to facilitate multilingual translation and audio localisation for various official purposes.
- b) EoI and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialled by the authorised person signing the EoI
- c) Only detailed complete EoI submitted on the GeM-CPPP portal prior to closing time and date of the proposals shall be taken as valid

- d) The bids shall be submitted under the tag- “Prequalification Proposal: Designing, Development, and Maintenance of AI/ML models to assist in language translation and audio localisation”. The submission should bear the name of the bidder submitting the bid
- Bids shall consist of the required supporting proofs and documents as defined in the pre-qualification section
  - Bidder shall submit all the required documents.. It should be ensured that various formats mentioned in this EoI should be adhered to and no changes in the format should be done.
- e) The submission should indicate clearly the name, address, telephone number, Email ID and fax number of the bidder
- f) Each copy of the tender should be a complete document and should be bound as a volume. The document should be page-numbered and appropriately flagged and must contain the list of contents with page numbers. Different copies must be bound separately. Any deficiency in the documentation may result in the rejection of the Bid
- g) Bidder must ensure that the information furnished by them should be accurate and devoid of any fallacies. In case of any discrepancy observed by the NMW in the contents, the bid will be considered invalid.
- h) EoI document submitted by the bidder should be concise and contain only relevant information as required under this EoI
- i) The bidder would be responsible for all of its expenses, costs and risks incurred towards the preparation of the EoI document, attending any pre-bid meeting and visiting the site or any other location in connection therewith. NMW shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the EoI process.

## **6.2. Guarantee/ Warranty**

All the hardware/equipment procured for the project will be under guarantee/warranty for the period of 36 months from the date of issue of installation certificate by NMW.

## **6.3. Performance Review**

Monthly and Quarterly performance reviews to be carried out against the deliverables specified in the RFP and as communicated by the user Media Units from time to time.

## **7. CORRIGENDA/ADDENDA TO REoI DOCUMENT**

- 7.1. Before the deadline for submitting EoIs, NMW may update, amend, modify, or supplement the information, assessment or assumptions contained in the REoI document by issuing corrigenda and addenda. The corrigenda and addenda shall be published in the same manner as the original REoI document. The prospective agencies must check the website(s) for any corrigenda/addenda. Any corrigendum or addendum thus issued shall be considered a part of the REoI document.
- 7.2. If considered necessary, NMW may suitably extend the EoI submission deadline to give reasonable time to the prospective agencies to take such corrigendum/ addendum into account in preparing their EoI. After NMW makes such modifications, any participating

entity who has submitted their EoI shall have the opportunity to either withdraw the EoI or resubmit the EoI superseding the original EoI within the extended time of submission.

- 7.3. NMW may extend the deadline for the EoI submission by issuing an amendment. In such a case, all rights and obligations of NMW and the prospective agencies previously subject to the original deadline shall then be subject to the new deadline for the EoI submission.

## **8. TERMS AND CONDITIONS FOR SELECTED AGENCIES**

### **8.1. General Conditions**

#### **8.1.1. Validity of EoI**

The bid submitted by the bidders shall remain valid for a period of 180 (one hundred and eighty) days after the date of bid opening. Any bid valid for a shorter period shall be treated and rejected as non-responsive. NMW may solicit the bidder's consent to an extension of bid validity beyond the mentioned time period but without modification in the proposal.

#### **8.1.2. Clarifications to EoI**

During EoI evaluation, NMW may, at its discretion, ask bidders for clarifications on their EoI. The bidders are required to respond within the time frame prescribed by NMW during the release of clarifications.

#### **8.1.3. Amendments in EoI**

At any time prior to the deadline for submission of EoI, NMW may for any reason, modify the EoI. The prospective bidders having received the EoI shall be notified of the amendments through the website and such amendments shall be binding on them.

#### **8.1.4. Disqualification**

NMW may at its sole discretion and at any time during the evaluation of EoI, disqualify any bidder if the bidder has:

- a) Submitted the EoI documents after the response deadline
- b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the pre-qualification requirements
- c) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc in any project in the preceding three years
- d) Submitted an EoI that is not accompanied by required documentation or is non-responsive
- e) Failed to provide clarifications related thereto, when sought
- f) Submitted more than one EoI
- g) Declared ineligible by the Government of India / State / UT for corrupt and fraudulent practices or blacklisted

#### **8.1.5. Confidentiality**

Information relating to the examination, clarifications and comparison of the EoI shall not be disclosed to any bidders or any other persons not officially concerned with such process until the bidding process is over. The undue use by any bidder of confidential information related to the process may result in the rejection of its EoI.



## 9. ANNEXURES

### 9.1. Checklist of documents to be submitted

S. No.	Documents	Submitted (Yes/No)	Reference Document Page No.
1	Covering Letter -As per APPENDIX-1		
2	Self-Declaration - As per APPENDIX-2		
3	Documents related to 'Pre-Qualification / Minimum Eligibility' (As per para 5)		
5	Affidavit- Cum Declaration (On a stamp paper of Value 100) - As per APPENDIX-3		
6	Organisation Profile - As per APPENDIX-4		
7	Details of experience - In response to Minimum Eligibility Criteria (APPENDIX-5)		
8	Power of Attorney (APPENDIX 6)		

Signature

Name of Authorised signatory \_\_\_\_\_

Seal of the agency

## 9.2. Covering Letter (APPENDIX-1)

To,  
The Director General  
New Media Wing

Soochna Bhawan, Lodhi Road, New Delhi

Sub: Submission of Expression of Interest in response to REoI for "Engagement of agencies for AI/ML based digital platform as service for translation and voice localisation (text to text, speech to text, text to speech, speech to speech, and audio localisation)"

Sir,

Please find enclosed Copy of our EoI for the project "Engagement of agencies for AI/ML based digital platform as service for translation and voice localisation (text to text, speech to text, text to speech, speech to speech, and audio localisation)", in response to the Request For Expression of Interest Document issued by the New Media Wing (NMW), Bid. No. dated: for "Engagement of agencies for AI/ML based digital platform as service for translation and voice localisation". Having examined the REoI document, we, the undersigned, offer to provide the services as required and outlined in the REoI for "Engagement of agencies for AI/ML based digital platform as service for translation and voice localisation".

We hereby confirm that: -

We agree to abide by our offer for a period of 180 days from the last/end date of bid submission.

We have carefully read and understood the terms and conditions of the EoI and the conditions of the contract applicable to the bid and we do hereby undertake to provide services as per terms and conditions mentioned in the EoI and the consequent RFP.

The information contained in this Bid or any part thereof, including its exhibits, schedules, and other document(s) submitted to NMW, is true, accurate, and complete.

We acknowledge the right of NMW to reject our Proposal without assigning any reason or otherwise, and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.

We fulfil all the legal requirements and meet all the eligibility criteria laid down in the EoI and the consequent RFP.

This Proposal is unconditional, and we hereby undertake to abide by the terms & conditions of the EoI and the consequent RFP.

We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

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

Yours sincerely,

For and on behalf of:

Signature Seal/Stamp of Agency

Name:

Place:

Designation:

(Authorised Representative and Signature)

Date:

**9.3. Self-Declaration for not being blacklisted by any State/Central Govt. Dept/PSU**

**(APPENDIX-2)**

(On Rs. 100 Non-Judicial Stamp Paper- Submit separate declaration) [Date]

To,  
The Director General  
New Media Wing  
Soochna Bhawan, Lodhi Road  
New Delhi

In response to the Bid No.     dated for quoting against the EoI as a representative(s) of M/s  
I/ We hereby declare that our Company/ Firm is having an unblemished past  
record and was not declared blacklisted or ineligible to participate in bidding due to a breach of  
general or specific instructions, corrupt/ fraudulent or any other unethical business practices.

Yours faithfully,

Authorised Signatory

Name:

Place:

Date:

**9.4. Details of turnover (APPENDIX-3)**

<b>S. No.</b>	<b>Financial Year</b>	<b>Turnover (in Rs.)</b>
1.	2020-2021	
2.	2021-2022	
3.	2022-2023	

Note: Documentary evidence in support of turnover must be uploaded (Audited Financial statements for the last three financial years and a Certificate from the Statutory Auditor /Chartered Accountant).

I proprietor/partner/director of M/s. \_\_\_\_\_

\_\_\_\_\_ hereby declare that the information given in this Form is true and correct to the best of my knowledge and belief.

Signature

Name of Authorised signatory

Seal of the agency

**9.5. Affidavit-Cum-Declaration (APPENDIX-4)**

**(On a Stamp paper of value Rs. 100/-)**

I, \_\_\_\_\_ son/daughter of Shri \_\_\_\_\_ aged about \_\_\_\_\_ years, resident of \_\_\_\_\_, do hereby solemnly declare and affirm as under:

That I am the Director/ proprietor of M/s.

That I have read and understood the Request for EoI (REoI) Document in respect of the Project provided to us by New Media Wing (NMW).

I am not a defaulter/ we are not a defaulter of any government agency at the time of the submission of the proposal.

No order of blacklisting passed by the Central Government/ any State Government/ any PSU is in operation against me/ us as of date.

I/We accept all the terms and conditions set out in the <e-portal> Bid No. \_\_\_\_\_ dated \_\_\_\_\_ issued by the New Media Wing. I further state that if any information furnished by me in this affidavit or otherwise is found to be incorrect, NMW shall have the right to forthwith terminate its agreement with us.

(DEPONENT)

Verified at \_\_\_\_\_ on this day of \_\_\_\_\_ that the contents given above in the Affidavit are true and correct to the best of my knowledge.

(DEPONENT)

**9.6. Organisation Profile (APPENDIX-5)**

Name of Agency
Type of Agency (Proprietorship, Partnership, Company, Society, Trust, University, Institute)
Address of registered office with phone no. & fax
Main areas of business
Established on
Years of Relevant Experience
Name of Contact Person Mobile Tel. No. Email
GST No.
PAN No.

Signature \_\_\_\_\_

Name of Authorised signatory \_\_\_\_\_

Seal of the agency

**9.7. Details of experience - In response to Minimum Eligibility Criteria (APPENDIX-6)**

**EXPERIENCE CERTIFICATE**

Experience in providing an AI/ML-based platform as a service for translation and voice localisation (Criteria no. 03 of Clause 5.2.3. Minimum Eligibility and Pre-qualification Criteria)
Assignment/ Project Name:
Name of the Client:
Value of the Contract (In Indian Rupees):
Total number of staff months of the Assignment:
Location & Address:
Indian language coverage in the assignment (Number of languages in which services were provided and name of languages):
Service Coverage in the assignment (Text-to-Text, Text-to-speech, Speech-to-Text, Speech-to-Speech, and Audio localisation)
Start Date (Month/Year): Completion Date (Month/Year):
Duration of Assignment (months):
Narrative Description of <i>Project</i> :
Attach: Contract Agreement/Satisfactory Project Completion/Loi Certificate and CA/SA certificate along with any of the above documentary evidence as proof of consultancy/project fee received.  (Please specify the attached documents)
Description of actual services provided by your staff within the assignment

Signature

Name of Authorised signatory

Seal of the agency

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