

**REQUEST FOR EXPRESSION OF INTEREST (EOI) FOR
“DEVELOPMENT OF SIGN VOCABULARY IN
INDIAN SIGN LANGUAGE”**

FOR

**INDIAN SIGN LANGUAGE RESEARCH AND TRAINING
CENTRE
(ISLRTC)**



**Module No. 403-405, 4th Floor, NSIC Business Park,
Okhla Industrial Estate, New Delhi-110020**



1. INTRODUCTION:-

ISLRTC - Indian Sign Language Research and Training Centre (ISLRTC), is an autonomous body under the Department of Empowerment of Persons with Disabilities (DEPwD), Ministry of Social Justice & Empowerment, Government of India. The objective of the Centre is to develop manpower for using, teaching and conducting research in Indian Sign Language.

2. INSTRUCTION TO BIDDERS:-

ISLRTC invites proposals for the selection of an agency for “Development of Sign Vocabulary in Indian Sign Language (ISL) in Multimedia Format”. Bids in two separate covers **(1. Technical Bid 2. Financial Bid)** are invited from agencies meeting the pre-qualifying requirement and for the scope of work as per below mentioned paragraphs. The bidders may note the following points in this regard:

- a) Interested Agencies may download the EOI document from <https://www.islrtc.nic.in/tenders>.
- b) The Technical & financial bid in original to be sent to “Director, Indian Sign Language Research and Training Centre, Module No. 403-405, 4th Floor, NSIC Business Park, Okhla Industrial estate, New Delhi-110020” within the prescribed date and time.
- c) The ISLRTC reserves the right to reject any or all the proposals in whole or part without assigning any reasons.
- d) **BID VALIDITY:** 90 days after closing of the tender.
- e) Queries regarding EOI, if any, should be addressed to “The Director, Indian Sign Language Research and Training Centre and is to be sent strictly by email at ddislrtc-depwd@gov.in with a subject line “*Query for Development of Sign Vocabulary in ISL*”. In person queries shall not be entertained. The last date for submitting query is 09.03.2024 & no query shall be entertained thereafter.
- f) **TENDER FEE:** The bidder must submit a Demand Draft (DD) of **Rs. 1,000/-** (Rupees One thousand only) towards tender fee (Non Refundable). The technical bid shall not be considered for further evaluation and summarily rejected in case the tender fee is not submitted.

g) IMPORTANT DATES:-

Date of issue of EOI	23.02.2024
Last date and time of submission of bid document	15.03.2024



Pre Bid meeting date & time	12.03.2024
Technical bid opening date	22.03.2024
Date of technical presentation	To be informed later
Financial bid opening date	To be informed later

3. CONDITION OF CONTRACT:-

Sl.No.	Eligibility Criteria	Supporting Document																
i.	The bidder should have a registered office in India.	Address of the office of bidder on letter head and document(s) evidencing existence of this office.																
ii	<p>Expertise With reference to the below mentioned scope of the work, the agency should have existing/should engage the required expertise for the production of multimedia content. Apart from this, the agency should also have/should engage the expertise for the development of the ISL content which includes:</p> <p>a) ISL Instructor (Deaf) – Certified in ISL C Level or in DTISL b) ISL Interpreter - Certified in ISL C Level or in DISLI c) Subject area experts for domain specific vocabulary development</p> <p>Specific information on the letter head to be provided by the management of the agency as under:</p> <p>a) Location of HQ _____ & details of employees ____.</p> <p>b) Details of all offices located outside Headquarter.</p> <p>Attach a separate sheet giving out the following details :</p> <table border="1"> <thead> <tr> <th>S.No.</th> <th>Level/ Designation</th> <th>Number of employees</th> <th>Educational qualifications, ISL certification, and experience</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>		S.No.	Level/ Designation	Number of employees	Educational qualifications, ISL certification, and experience												
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iii.	The Agency should have experience in developing ISL video content as per the scope of work outlined in the EOI or having similar experience in development of AV contents in ISL.	<p>Provide online link of atleast 5 ISL multimedia content meeting the requirement of EOI.</p> <p>Where relevant, attach certified documentary proof of such work orders / contract document in support of nature of job undertaken / videos developed.</p> <p><i>Note. The Technical Evaluation Committee shall assess & evaluate the nature & content of the videos developed and jobs undertaken at the time of technical presentation.</i></p>
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NOTE:

- a) Bids of firms not conforming to the eligibility criteria listed above will be rejected. Submission of forged /fake documents will also result in rejection of the bid.
- b) A duly constituted committee shall scrutinize the proposal for confirming the eligibility. Subsequently a Technical Presentation shall be called for from only the eligible parties. The date & time for the same shall be intimated later.
- c) Bidders may also submit details of any awards & appreciations in last three years. **However, this is not a qualification criterion.**

4. SCOPE OF WORK:-

ISLRTC intends to engage an agency for “**Development of Sign Vocabulary in Indian Sign Language in Multimedia Format**”, for the purpose of expanding the sign vocabulary of ISL in various domains, specifically to develop ISL videos of 500 terms as per domain specified by ISLRTC within 04 months. The objective is to enrich the vocabulary of ISL to enable people to use ISL in various areas of life such as education, sports, medical situations, legal situations, jobs, etc. The ISL videos will be included in ISLRTC’s ISL Dictionary (website, app, YouTube). The scope of work shall thus include the following:

- a) Select words and compile a word list of essential/needed words in a particular domain which will be approved by ISLRTC



- b) Based on the approved word list, collect data from the users if sign exists or is in use, or develop signs for concepts that do not have existing signs
- c) Record draft videos of the signs with definitions and examples where relevant
- d) Get the signs validated by experts
- e) Record and edit the final video of the validated sign with definition and examples using high quality multimedia consisting of audio (in both English and Hindi), subtitles (in both English and Hindi) and graphics/images, 2D/3D animations, motion graphics, illustrations, etc.
- f) Any graphics, images, etc. used should be copyright free and the videos should be ready for publishing/uploading/embedding in app/website. The metadata of the words and videos should be compiled and submitted to ISLRTC.
- g) The activities/tasks mentioned above are only indicative and not the exhaustive list. The bidders are required to conceptualize the project, understand the scope well in time and have their own assessment and estimation regarding the services that need to be provided under the said project.

5. SPECIFICATION AND TECHNICAL DETAILS:-

During the execution of the agency and in line with scope mentioned in the EOI, the complete content of the project shall be duly edited and two copies of the same in CD / other electronic media shall be supplied on the following day without any delay, as required by the ISLRTC.

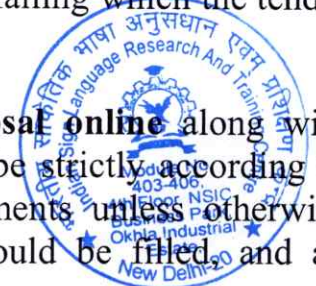
6. TENDER FEE:

The Tender Fee of Rs.1000/-(Rupees One Thousand only) in the form of DD in favour of "ISLRTC, New Delhi" payable at New Delhi is to be submitted along with the tender document. Proposals not accompanied by Tender Fees shall be rejected as ineligible. The Tender fees shall be non-refundable.

7. PREPARATION, SUBMISSION AND EVALUATION OF TENDER

General information to the Bidders:

- a) Original tender form should be stamped and signed by the authorised signatory of the agency. All pages of the relevant supporting document as attached with the tender should also be self-attested failing which the tender will be rejected.
- b) Bidder is required to submit the **complete proposal online** along with required forms/documents, etc. The proposal shall be strictly according to the prescribed formats given in the Tender documents unless otherwise stated. All columns of the prescribed formats should be filled, and all questions in the tender document must be answered.



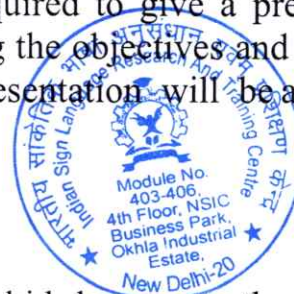
- c) Any additional information should be attached separately and referred to in the relevant column in the proposal formats. Modifications/rewording of formats shall not be acceptable. **Where no price is proposed to be charged for any item or its parts required to be supplied, it should be clearly mentioned in words.**
- d) **Consortiums are not accepted and** if found, the bid will be rejected.
- e) The bidder is expected to examine carefully all instructions, forms, terms and specifications in the Tender document. Failure to furnish all information required in the Tender Document or submission of a proposal not substantially responsive to the Tender Document in every respect will be rejected.
- f) It may be noted that the articles produced and all relevant tools (software/hardware, etc. as the case may be) used by the Agency for the execution of the contract shall be free from any copyright issues or any other legal infringement and the Agency undertakes to indemnify the ISLRTC against any legal complications. All content produced by the Agency shall be the property of the ISLRTC and the Agency shall not claim the same at any later date.
- g) The ISLRTC reserves the sole right for carrying out amendments/modifications/changes to the tender document. Any addendum in due course shall be published on the ISLRTC website only. Separate advertisement shall not be published.
- h) The Bidder shall bear all costs associated with the preparation and submission of the tender and the ISLRTC will not be responsible or liable for these costs.
- i) The agency & its owners should neither be blacklisted by any government department nor should any criminal case be registered against them anywhere in India.
- j) The agency shall also submit a declaration as per Annexure 1 along with the Technical Bid.
- k) **Confidentiality and Non-disclosure:** The agency and its employees shall also not disclose any proprietary / confidential information, reports, papers etc. related to the ISLRTC that they may come across in the routine functioning-either during the period of contract or thereafter. The agency shall be liable for criminal action & penal recovery if any such lapse is made out.



- l) The agency shall also undertake to carry out its activities in a just manner and which does not bring disrepute to ISLRTC. **If the agency is found to be using corrupt or fraudulent means in any work of the ISLRTC, its contract shall be terminated immediately without making any payment and Security Deposit / Bank Guarantee shall be forfeited. The agency shall also be blacklisted and notification issued in such a case.**
- m) The agency shall abide by all statutory provisions whichever applicable and ISLRTC shall not be liable for any such deficiencies.
- n) Work orders on the agency on behalf of the ISLRTC shall be placed by Administration. However, in case of contingency / short notice, other officials of the ISLRTC may also directly interact with the staff of the agency for execution of work. **The same may be informed by I/c the Administration.**
- o) No separate cartage / conveyance will be paid for development of ISL content or delivery of service.
- p) The software for development of sign videos should be of latest version & the agency shall ensure that no failure of software/equipment takes place by having necessary backup. The work is to be completed with 100% accuracy and to the satisfaction of the ISLRTC.
- q) ISLRTC will be involved pre, peri and post development of the sign vocabulary and videos. The service provider will be required to share sample videos and draft videos requested by ISLRTC from time to time.
- r) The signer should wear attire with ISLRTC name/logo and the videos should contain ISLRTC logo.
- s) The quality of videos should be of good standard and as per requirement. In case it is found that the service are not upto the mark and ordered specification, it would be open to the ISLRTC to terminate the agreement and forfeit the Performance Security and black list the firm.
- t) The firms will enclose the copies of their past experience work of different kinds to Govt. offices, corporate offices etc. for development of ISL content in Multimedia Format. Bidders will be required to give a presentation of their approach and methodology for meeting the objectives and deliverables as per the technical requirement. This presentation will be a part of the overall evaluation of Technical Proposal.

8. CONTENT OF BIDS:

It is mandatory for all the bidders to submit their bid documents through Online

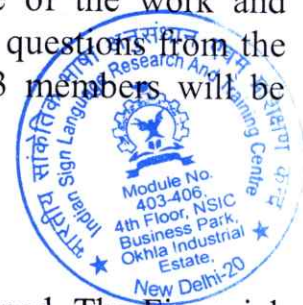


mode and hard copy of the same at the Centre before the last date and time. A scanned copy of Demand Draft pertaining to the Tender Fee needs to be submitted online while the original of the same is to be deposited along with the original bid document submitted to ISLRTC.

- a) The final Financial Bid should be exclusive of all prevalent taxes, duties and levies. Taxes will be applicable as per extant provisions.
- b) Specific mention of applicable taxes should be made in the invoice along with the taxation rates.
- c) The total cost of rendering the services outlined in the Scope of Work should be done as per the enclosed Bill of Quantity (BoQ) (Ref. Part 2).

9. BID OPENING, METHODOLOGY & CRITERIA FOR BID EVALUATION:

- a) The ISLRTC reserves the right to extend the bid opening date without assigning any reason.
- b) The bids shall be opened in presence of the authorised representatives of the agencies) on the assigned date. The ISLRTC reserves the right to extend the bid submission date if the number of bids is found inadequate & the decision of the Chairman of the Committee in this regard will be final.
- c) Scrutiny of the tender document for eligibility will be done by the ISLRTC to determine whether the documents have been properly signed, Tender fee has been deposited and all relevant papers have been submitted. Tenders not conforming to such requirements will be rejected. Technical bids of only qualifying bidders shall be opened.
- d) **Technical Evaluation** All eligible bids shall be evaluated & awarded marks on the technical criteria as per the format of Technical Evaluation given in **ANNEXURE 3. The bidder must get 50% marks during technical evaluation to be considered for opening of financial bid.**
- e) Those bidders who qualify will have to make a presentation of 5-7 minutes covering about the subject as mentioned in the scope of the work and qualifying criteria. The presentation may be followed by questions from the committee constituted by ISLRTC for the purpose. 2-3 members will be allowed in each bidder's team attending presentation.



10. OPENING OF FINANCIAL BID:

Financial Bid of only technically qualified bidders shall be opened. The Financial Bid will be opened in the presence of the authorized representatives of such successful bidders, who choose to attend the bid opening. The date and time will

be informed to the qualified bidders separately.

11.COMPUTATION OF COMPOSITE SCORE (CS) AS PER QUALITY COST BASED SYSTEM (OCBS):

Composite Score (CS) of the technically qualified bidders will be calculated as the sum of weightages assigned to 70% of score in the technical bid and 30% of score of financial bid, which is as follows:

a) $CS = T_n + F_n$

b) $T_n = \{(70 \times \text{Marks scored in Technical Bid}) / 100\}$ i.e. 70% of the marks scored in the technical evaluation

c) $F_n = \{(30/100) \times [(F_{min} / F_b) \times 100]\}$ i.e. 30% weightage of financial score. where $T_n = \text{Technical Score}$

$F_n = \text{Financial Score}$

$F_b = \text{Financial bid of the bidding agency}$

$F_{min} = \text{Lowest financial bid received.}$

d) The Bidder with the highest Composite Score will qualify for the award of contract.

e) ISLRTC does not bind itself to accept the lowest or any particular tender and has the right to reject any Tender without assigning any reason or select any technically qualified bidder that is in the final evaluation list. The decision of the Director, ISLRTC in this regard shall be final & binding upon all parties.

12.TIME SCHEDULE:

The Development of Sign Vocabulary in ISL in Multimedia Format is to be done within 04 months from the issuance of work order. The 1st draft with at least 50 videos is to be provided within 40 days. Thereafter draft videos of at least 50 words should be submitted to ISLRTC every week using online cloud resources or electronic media. Final videos after validation should be submitted to ISLRTC within 04 months from issuance of work order.

13. PERFORMANCE BANK GUARANTEE:

The agency shortlisted shall submit a performance Bank Guarantee amounting to 3% of the amount of work order. The said Bank Guarantee should remain valid for minimum 180 days after the expiry date of Contract. The successful bidder must submit the Bank Guarantee along with the Contract Document within 15 days of Financial Bid opening and / or subsequent notification. If the contract is



extended, the agency shall undertake to suitably extend the said Bank Guarantee or submit the fresh one within 15 days. The extension of the Contract will be considered is po-facto terminated, if the appropriate Bank Guarantee is not rendered.

14. CONTRACT DEED:

The successful bidder shall execute an Agreement for the fulfilment of the Contract on Rs.100/- non-judicial stamp paper within 15 days from the date of award of Contract. The incidental expenses on the execution of agreement/contract shall be borne by the Bidder.

15. PRE-TERM TERMINATION:

The contract shall be terminated anytime without notice by the ISLRTC in case the agency is found to be involved in fraudulent or illegal means. Notwithstanding above, the ISLRTC also reserve the right to cancel the contract after giving a notice of 30 days without assigning any reason for such cancellation.

16. PENALTIES/LIQUIDATED DAMAGES

In case of major breach of any terms & conditions mentioned in the EOI / contract, ISLRTC shall have the right to terminate the contract without making any further payments whatsoever along with forfeiture of the bank guarantee. The ISLRTC shall recover the damages in form of penalty as indicated below:

a) WORK ORDERS

- i. The agency to whom work is awarded, has to complete the work strictly as per time schedule given in work order.
- ii. The development of Sign Vocabulary in ISL in Multimedia format should be developed most expeditiously. Unless approved by the ISLRTC due to un-avoidable circumstances, if the said work is not completed within the specified time, a penalty @ 0.5% of the work order shall be charged for each day of delay subject to maximum delay of 10 days. The ISLRTC reserves the right to get such work orders expeditiously executed at the risk and cost of agency after 24 hours of close of work order. Cost of work along with penalty shall be recovered from the outstanding payment as due.
- iii. The ISLRTC shall reserves the right to terminate the contract without any notice/reasons if more than 5 such instances of unjustified delays are recorded in a year. Under such case, the bank guarantee amount will also be forfeited without assigning any reason.



17. PAYMENT TERMS:

- a) The Agency shall be paid only on successful development of Sign Vocabulary in ISL in Multimedia format as per scope of work and as per the terms & conditions of the contract.
- b) All payments are subject to TDS.
- c) The Agency shall furnish bills for the activities as per the scope of contract/ EOI. Based on the satisfactory job performance/completion certificate from the user, the reimbursements of such bills may be made by the ISLRTC.
- d) ISLRTC will not bear any expenses towards transportation/ lodging boarding, etc. for getting the samples, validation of ISL course Content or other related work by the ISLRTC.

18. RESOLUTION OF DISPUTE AMICABLY/ THROUGH ARBITRATION:

Any dispute between the parties arising in connection with the performance of this contract shall be resolved amicably between the representatives nominated by both the parties through the process of negotiation. In case the dispute is not resolved, then it shall be referred to the Director, ISLRTC and the Chief of the opposite party for settlement. If the dispute is not resolved, then it shall be referred to the Sole Arbitrator who shall be appointed with the consent of both the parties. The arbitration proceedings shall be conducted as per the provisions contained in the Indian Arbitration and Conciliation Act, 1996 (as amended from time to time and in force at the time when the reference is made). The Sole Arbitrator shall be appointed within a period of 30 days from date of receipt of written notice/demand of appointment of arbitrator from either party. The decision of the Arbitrator shall be binding on both the parties. The seat and jurisdiction of the arbitration proceedings shall be at New Delhi. The arbitration proceedings shall be recorded in English language. The cost of the arbitration proceedings shall be borne equally by both the parties as per Arbitration Rules.

If any dispute still remains unsettled, in that case, the same shall be adjudicated by the Courts of Law at New Delhi.

19. FORCE MAJEURE:

Force Majeure shall imply any event beyond the control of agency and not foreseeable such as natural disasters, fire, war etc. Although ISLRTC shall not default the agency for failure to perform its obligation under the contract in such conditions, however; the agency is expected to perform to the best extent possible in such conditions to deliver the services in the interest of the ISLRTC.



PART-2

20. FINANCIAL BID/ BILL OF QUANTITY (BoQ)

Sl. No	Item	Annual Cost
1.	Development of Sign Vocabulary in ISL in Multimedia Format. (All inclusive) as defined in Scope of work of EOI.	
	Cost (in words)***	

All taxes shall be paid as per prevailing rates.

*****Note:**

- i. In case of any mismatch, the total cost indicated in words shall be taken as firm and binding.



ANNEXURE 1

DECLARATION & UNDERTAKING

1. We hereby declare that the details furnished by us in response to this EOI are true and correct to the best of our knowledge and belief and we undertake to inform you of any changes therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, we are aware that this bid and agreement (if signed) will be liable to be declared void at any point of time.
2. We also certify that we have neither been blacklisted by nor barred to work with any Ministry or Department of the Government of India or PSU / Authority and nor any criminal case is pending against the agency or its owners.

Yours sincerely,

Signature of Authorized signatory
[In full as well as initials]

Name and Title/Designation of the Authorized
Signatory

Name of the Agency/Firm: _____

Address: _____

Seal of the agency/firm: _____

***(This declaration should be printed on the letterhead of the Company/Firm)**



Check list for submission of Technical Bid

Sl. No.	Particulars	Remarks /documents to be attached
1.	Name of the Tenderer	
2.	Address of Head Office: Telephone: E-mail Fax Number (if any): Name(s) of the contact person(s):	
3.	Self attested copy of Pan Number	
4.	Self attested copy of GST Number	
5.	Self attested copies of Audited Statement of Accounts /ITR for the 03 years 2019-20,2020-21 and 2021-22	
6.	Self attested copies of work experience in Govt. Offices.	
7.	Details of Bid Security Fee: (Rs..... /-)	
8.	Enclosed terms and conditions duly signed and stamped by the tenderer, if accepted.	
10.	Self attested copies of required documentation for technical resources (Ref. Sl. No. 2 (c) of Annexure 3)	
11.	Self attested copies of required documentation for expertise (Ref. Sl. No. 2 (a, b, d) of Annexure 3)	



ANNEXURE 3

TECHNICAL BID EVALUATION SHEET FOR SELECTION OF AGENCY

Name of Agency

Technical Bid Stage (60 Marks)

Sl.No.	Points	Maximum marks	Findings	Marks obtained	Remarks
<u>1.</u>	Experience Number of jobs of similar nature 50 videos & above 25 videos & above 10 videos & above	20 marks 100% 50% 25%			
<u>2.</u>	Manpower and Infrastructure a) Associated/employed ISL Instructors(02) b) Associated/employed ISL Interpreter c) Existing studio space and video recording equipment d) Associated/employed video editor (Self-attested copies of required documentation of above mentioned manpower and infrastructure must be enclosed)	20 marks 05 marks 05 marks 05 marks 05 marks			
<u>3.</u>	Presentation including the following in the power point presentation: a) Conceptual plan covering the detailing of the project and content creation, etc. with demonstration of a prototype	20 marks			



	b) Domain experts, qualified manpower and technical resources				
	The weightages for the above are as follows: <ul style="list-style-type: none"> • Technical bid (Sl.No – 1,2) • Presentation (Sl.No. 3) 	<u>40 marks</u>			
	Total	<u>60 marks</u>			

Based on evaluation of technical proposal & presentation, vendors will be shortlisted for financial bid opening. Vendors scoring a minimum of 30 marks in the technical bid evaluation shall be shortlisted for financial bid opening process.



FORMAT OF BID SECURITY DECLARATION

FORM BIDDERS (MSME etc.) IN LIEU OF EMD:

(On Bidders Letterhead)

I/we, the authorized signatory of M/s. _____ Participating
in the subject tender No. _____ for the item /
job of _____, do here by
declare:

- a) That I/We have availed the benefit of waiver of EMD while submitted our officer against the subject Tender and No EMD being deposited for the said tender.
- b) That in the event we withdraw / Modify our bid during the period of validity or I / We fail to execute formal contract agreement within the given timeline or I / We fail to submit a Performance Security within the given timeline or I / We commit any breach of Tender Conditions / Contract which attract penal action of forfeiture of EMD and I /We will be suspended from being eligible for bidding / award of all future contract(s) of the Indian Sign Language Research and Training Centre (ISLRTC) for a period of one year from the date of committing such breach.

(Signature of Authorized

Signatory) Name: _____

Date: _____

