# Request for Proposal (RFP)
# Selection of Agency for Content Localization Services
*(Translation & Transliteration for MyGov Platform)*




**Tender Reference No: 7(1)/2026/InCEP/MyGov/2.0**

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## MyGov

Ministry of Electronics and Information Technology (MeitY)

Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi - 110003

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**Disclaimer**

The information contained in this RFP is being provided by MyGov for the limited purposes of enabling the Bidders to participate and submit a Bid in response to this RFP for ensuring due compliance of the provisions of Direct and Indirect Tax and strictly adhere to the schedules, formats, requirements as per the requirement of the Act. In no circumstances shall MyGov, or its respective advisors, firms, contractors, servants and/or agents incur any liability arising out of or in respect of the issue of this RFP, or the Bidding Process.

- The objective of the RFP document is to provide the prospective Bidder(s) with all relevant information to assist the formulation of proposals or bids.
- This RFP may not be appropriate for all people, and it is not possible for the MyGov, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own due diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.
- MyGov will not be liable for any costs, expenses, however incurred by the Bidders in connection with the preparation or submission of their Bid. MyGov reserves the right to amend this RFP, or its terms and any information contained herein or to cancel the Bidding Process or altogether abandon the Project at any time by notice, in writing, to the Bidders. Further, it may in no event be assumed that there shall be no deviation or change in any of the herein-mentioned information.
- MyGov may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP and OR may also cancel this RFP process in its absolute discretion
- Laws of the Republic of India are applicable to this RFP.
- Each Bidder’s acceptance of delivery of this RFP constitutes its agreement to and acceptance of the terms set forth in this Disclaimer. By acceptance of this RFP, the recipient agrees that this RFP and any information herewith supersede document(s) or earlier information, if any, in relation to the subject matter hereof.

**Invitation to BID**

MyGov invites proposals from qualified bidders for Content Localization services which include Translation & Transliteration for MyGov Platform. Interested bidders are requested to submit their proposals in response to this Request for Proposal (RFP).
Bidders must possess the requisite experience, technical capability, and expertise to deliver the services outlined in this RFP. Please note that this RFP is an invitation to submit bids and does not constitute an offer by MyGov. No contractual obligation shall arise from this process unless and until a formal contract or work order is issued by an authorized official of MyGov to the successful bidder.

**Fact Sheet**

| S. No. | Key Information | Details |
|---|---|---|
| | Assignment Title | Request for Proposal (RFP) for selection of Agency to provide services for Content Localization (Translate & transliterate MyGov) |
| | Purchaser | MyGov, MeitY |
| | Location | New Delhi |
| | Bid Submissions | As per the RFP requirement in GeM Portal https://gem.gov.in |
| | Technical Bid | As per the RFP requirement in GeM Portal https://gem.gov.in |
| | Financial Bid | As per the RFP requirement in GeM Portal https://gem.gov.in |
| | Method of Selection | Quality Cum Cost Based Selection (QCBS) (70 Technical :30 Financial) |
| | Bid Security Declaration | Bid Security Declaration as per the format given in this RFP addressed to The Chief Executive Officer, MyGov, 3rd Floor, Lodhi Road, New Delhi-110003 |
| | Validity of Bid Security | 120 days from the bid submission date |
| | Performance Bank Guarantee Security | 5% of the cost discovered through this RFP process |
| | RFP Processing fee | Nil |
| | Bid Availability | RFP can be downloaded from the GeM portal at https://gem.gov.in |
| | Date of publication of the RFP document | 16/06/2026 at GeM Portal |
| | Last date of submission of queries | 26/06/2026 by 17:00 Hrs. through email at tender@mygov.in |
| | Pre-bid Meeting | 26/06/2026 at 12:00 Hrs. to be held at Conference Room, MyGov, 3rd Floor, Electronics Niketan, Lodhi Road, New Delhi 110003 or may join through VC on below link: https://teams.microsoft.com/meet/353173112895478?p=o2oX5X1mIKacP4a7WO |
| | Last Date of Submission of Bid | 10/07/2026 at 15:00 Hrs. |
| | Opening of Technical Bids | 10/07/2026 at 15:30 Hrs. |
| | Technical Presentation | To be informed later |
| | Opening of Financial Bids | To be informed later |
| | Issue of Work Order | To be informed later |

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# 1. Introduction

## 1.1 About MyGov

MyGov has been established as Government of India's Citizen Engagement Platform, which collaborates with Government organizations to engage with citizens for policy formulation and seeks the opinion of people on issues/topics of public interest and welfare. Since its launch on 26th July 2014, by Hon'ble Prime Minister of India. MyGov has more than 6 crore+ registered users. Almost all Government Departments leverage MyGov for their citizen engagement activities, consultations for policy formulation and to disseminate information to citizens for various Government schemes and programs.

MyGov has adopted multiple engagement methodologies like discussions, tasks, polls, surveys, blogs, talks, pledges, quizzes, and on-ground activities by innovatively using internet, mobile apps, IVRS, SMS and outbound dialing (OBD) technologies.

MyGov has increased its state instances numbers to 28 States/UTs, namely Himachal Pradesh, Haryana, Maharashtra, Madhya Pradesh, Arunachal Pradesh, Assam, Manipur, Tripura, Chhattisgarh, Jharkhand, Nagaland, Uttarakhand, Goa, Tamil Nadu, Uttar Pradesh, Jammu & Kashmir, Karnataka, Gujarat, Ladakh, Dadra and Nagar Haveli & Daman and Diu, Mizoram, Rajasthan, Andaman and Nicobar Islands, Chandigarh, Puducherry, Sikkim, Odisha and Lakshadweep.
MyGov is amongst the most active profiles on social media – X (Twitter), Facebook, Instagram, WhatsApp, YouTube, and LinkedIn with the username @MyGovIndia.

MyGov has emerged as a vibrant platform for all government entities to not only explore the avenues of engaging with the citizens but also to bridge the gap between the way the government and citizens interact. MyGov also reached out to the beneficiaries of various programs and policies across the Nation and created testimonials highlighting the reach of these programs and policies. MyGov started only as an engagement platform with couple of engagement models, but today it has evolved into a complete and end-to-end exhaustive platform with wide variety of engagement models.

# 2. Objective of this RFP

The existing MyGov platform is currently available in English and 11 scheduled languages of India (Assamese, Gujarati, Hindi, Punjabi, Marathi, Bangla, Telugu, Tamil, Kannada, Malayalam, and Odia). This has to be further strengthened with more languages for enabling its extensive use at National, State, District, and local self-Government levels. Translation & Transliteration of the MyGov contents in the 22 scheduled languages of India and international languages will mark a step ahead in the same process. Content Localization will help the citizens to easily connect with MyGov in their local language. If the content is produced in the native language of the citizens, it will mitigate the language barriers faced by the citizens while reading texts, interpreting infographics as well as watching MyGov videos, listening to audio messages and Podcasts. It will also make a step ahead towards engaging citizens across the regions in the decision-making and partnership with the Government.

In view of the above, MyGov desires to engage a suitable agency having experience in the field of providing translation & transliteration of content using language localization software

application in 22 scheduled languages of India and international languages (as per requirement) as detailed in this RFP document.

## 3. MyGov Statistics

MyGov has more than 6 Crore+ registered users who engage on the platform through web, mobile apps, and social media. MyGov is amongst the most active profiles on social media – Twitter, Facebook, Instagram, YouTube, WhatsApp & LinkedIn. It has more than 21 L followers on Facebook, more than 35 L on X (Twitter), more than 39 L on Instagram, more than 2.41 L on LinkedIn, more than 11 L on YouTube, and more than 8 L followers on WhatsApp.

## 4. System Architecture for MyGov Translation & Localization Services

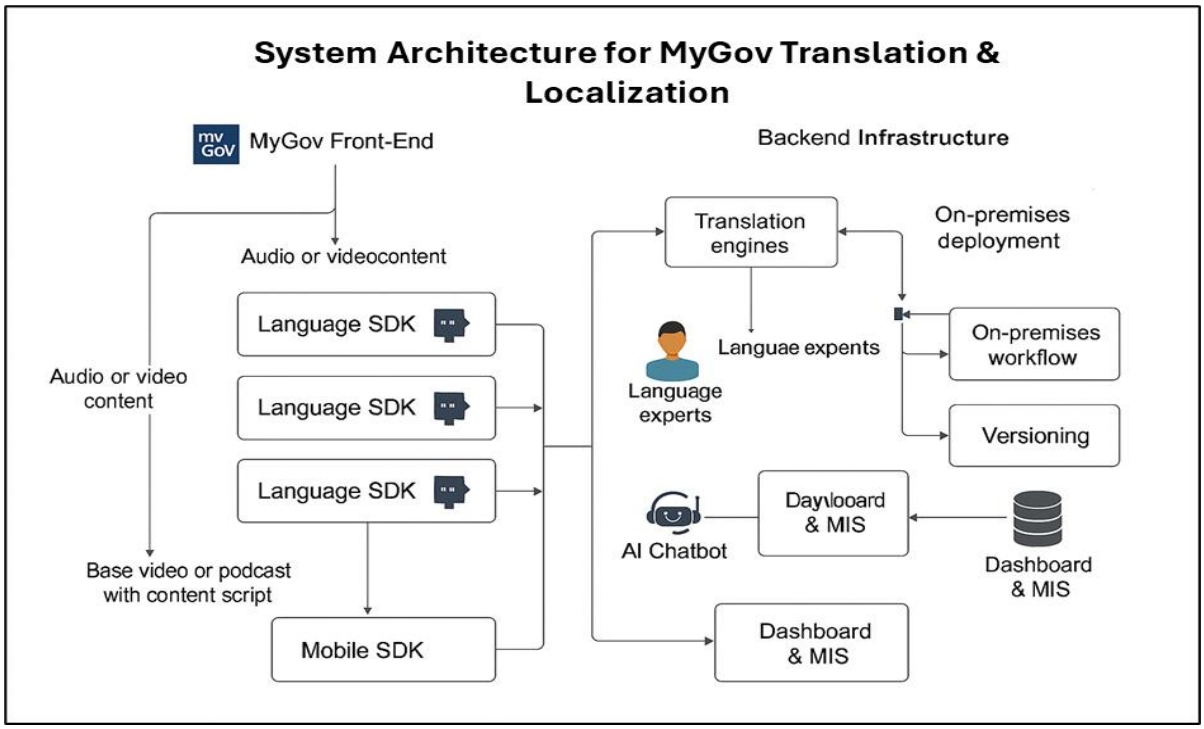



**Figure 1: System Architecture for MyGov Translation & Localization**

The diagram illustrates the complete workflow and infrastructure for delivering multilingual translation and localization services. On the left, MyGov content passes through integrated Language SDKs and a Mobile SDK, enabling real-time translation and transliteration across web and mobile platforms. These SDKs connect to the backend system, which comprises AI-powered translation engines, human validation for accuracy and cultural appropriateness, and secure on-premises deployment with workflow and versioning controls.

The architecture also includes dashboards and MIS for real-time progress tracking, error logs, and performance analytics. Additional components such as an AI chatbot and mobile SDK ensure comprehensive support for video, podcast, and infographic localization. This design guarantees scalability, security, and compliance while supporting 22 languages and additional languages as required.

## 5. Scope of work

The scope of work for the agency is described as below but not limited to:

In the past 3 years, on an average around 1 million words per year were translated by MyGov.

*Note: The details provided above are mere tentative estimations only, the bidder must evaluate the volume of words by visiting the MyGov Platform*

The scope of work for the agency is described as under but not limited to:

**Scope of Work for Translation & Localization Services**

The agency shall provide comprehensive translation and localization services for MyGov, leveraging emerging and latest technologies. The scope includes, but is not limited to, the following:

### i. Transition Phase

a) Coordination, Knowledge Transfer & Import of Existing Linguistic Assets - Undertake a comprehensive knowledge transfer exercise and import all linguistic and technical components developed by the existing Agency, including but not limited to:
    a. Translation memories and language corpora
    b. Domain specific glossaries and validated terminology databases
    c. Transliteration libraries and datasets
    d. Multilingual SDKs, APIs, scripts, utilities, and integration modules
    e. Any other software artefacts, linguistic assets, or pre-configured system components

b) Embedding of Imported Assets into New System - Ensure seamless embedding of all imported assets into the proposed new system without altering or compromising the integrity of such preexisting components.

c) No Payment for Imported / Pre Existing Content – Selected Agency will not be entitled to claim or receive any payment for any pre-existing imported translation work, datasets, libraries, SDKs, or other linguistic assets. Payments shall only be made for newly executed Translation & Localization Services work / services in accordance with the financial terms.

### ii. Multilingual Translation, Transcription & Transliteration

a) Translate & transliterate all MyGov content (text, videos, podcasts/audios, infographics) into **22 scheduled languages of India** which includes (1) Assamese, (2) Bengali, (3) Gujarati, (4) Hindi, (5) Kannada, (6) Kashmiri, (7) Konkani, (8) Malayalam, (9) Manipuri, (10) Marathi, (11) Nepali, (12) Oriya, (13) Punjabi, (14) Sanskrit, (15) Sindhi, (16) Tamil, (17) Telugu, (18) Urdu (19) Bodo, (20) Santhali, (21) Maithili and (22) Dogri.

b) Additional languages, including UN languages, may be required at no extra cost based on project needs.

**iii. Dedicated SPOC:** Deploy a **Single Point of Contact (SPOC)** at MyGov for coordination, execution, and quality assurance of all translation activities.

**iv. Localization Software Deployment:** Provide and deploy an **on-premises language localization application** with **perpetual licenses**, ensuring seamless integration with MyGov platforms for real-time data exchange.

**v. Integrate Text-to-Speech (TTS), Speech-to-Text (STT), and Speech-to-Speech (S2S) capabilities**

a) Text-to-Speech (TTS) - The TTS component will convert localized textual content into high-quality, natural-sounding speech.

b) Speech-to-Text (STT) - The STT component will transcribe spoken audio into text for localization.

c) Speech-to-Speech (S2S) - The S2S component will enable direct conversion of spoken input in one language into spoken output in another language

**vi. Quality Assurance**

a) Machine-translated content must be vetted by language experts (human validation) for 99.9 to ~100% accuracy.

b) Proofreading, validation, and cultural appropriateness checks are mandatory before publishing.

**vii. Video/Reels Localization**

a) Translate/transliterate video scripts.

b) Add localized subtitles with proper time synchronization and provide multi-format subtitle files (SRT, VTT).

c) Provide dubbing/voice-over services using both AI and human voice options as required, ensuring audio quality standards and lip-sync dubbing for high-impact videos.

d) Validate cultural sensitivity in translated scripts and voice tone.

e) End to end video translation/ transliteration in the scheduled languages of India as per requirement of MyGov would be the agencies responsibilities. Base video with content script shall be provided by MyGov.

**viii. Podcast/Audio Localization:**

a) Translate/transliterate/podcast/audio scripts and provide localized ticker text for display.

b) Offer voice-over in scheduled languages of India for podcasts, maintaining audio quality standards.

c) Provide transcription services for accessibility (text version of podcasts/audio in multiple languages).

d) End to end podcast/audio translation/ transliteration in the scheduled languages of India as per requirement of MyGov would be the agencies responsibilities. Base podcast with content script shall be provided by MyGov.

**ix. Infographics in Regional language:**

a) Translate/transliterate/ infographics into scheduled languages of India, validate accuracy, and share with MyGov for publishing.

b) Ensure design integrity (fonts, alignment, readability) when replacing text.

c) Provide editable source files (PSD, AI) for future updates.

d) Validate color schemes and symbols for cultural appropriateness.

**x. AI-Powered Multilingual Chatbot**

a) Design, develop, and deploy an **AI-enabled chatbot** integrated with MyGov platforms and mobile apps (Android & iOS).

b) Features:

- Real-time translation and transliteration in 22 Indian languages (and additional languages as required)
- Voice interaction capabilities
- Accurate, culturally appropriate responses

c) Provide dashboard and MIS for chatbot analytics, language usage, and performance metrics.

**xi. MyGov Mobile App (Android and IOs):**

The agency shall provide complete localization of MyGov's mobile applications (Android and iOS) by delivering an SDK or equivalent solution that enables seamless integration of multilingual support. This includes translation of all UI/UX elements, dynamic content, notifications, and embedded multimedia (videos, infographics, podcasts) into 22 Indian languages and additional languages as required. The SDK should support real-time updates, ensure design integrity, and maintain contextual accuracy. The agency shall also localize app store metadata (descriptions, keywords, screenshots), conduct functional and linguistic testing across devices, and provide regular updates, security patches, and bug fixes throughout the engagement period.

**xii. Dashboard & MIS Reporting:** Provide a **dashboard** with detailed MIS reports covering:

a) Word counts
b) Translation instances
c) Start/submission/closure dates
d) Versioning and Timestamps

Dashboard features to include **real-time progress tracking**, **error logs**, and **performance analytics**.

**xiii. Training & Capacity Building:** Conduct training sessions for MyGov teams on:

a) Translation application usage
b) Dashboard and MIS functionalities
c) Provide **training plans and schedules** in consultation with MyGov.

**xiv. Compliance & Cultural Sensitivity.** Ensure all content is:

a) Linguistically and culturally appropriate
b) Free from controversy
c) Compliant with Indian laws and government communication standards

**xv. Timely Delivery & Project Management**

a) Submit a **detailed project plan**, team structure, CVs of translators, and SPOC details.

b) Guarantee timely delivery and installation of localization software as per RFP timelines.

**xvi. Security & Maintenance**

a) Regularly update security patches, provide upgrades, and resolve bugs.

b) Share the **library of words and sentences** created during translation with MyGov.

**xvii. Continuous Support**

a) Offer **24x7 technical support**, periodic performance reviews, and proactive issue resolution throughout the engagement period.

**xviii. Solution Demonstration**

a) The agency shall **make a detailed demo of the proposed translation solution** to MyGov before finalization.

b) The demo must showcase:

   a. **Capability to handle the entire scope of work** as per this RFP.

   b. Integration features, dashboard functionalities, and AI-powered components.

   c. Real-time translation accuracy and workflow management.

c) MyGov reserves the right to request **proof of concept (PoC)** and performance benchmarks during evaluation.

## 6. Terms and Conditions

i. The contract will be for a period of three (3) years. However, the work-order will be given on year-on-year basis subject to performance and further approval of Competent Authority on the same Terms and Conditions. Contract may be further extended subjected to review. MyGov reserves the rights to terminate the contract at any time during the period of engagement, without assigning any reason thereof.

ii. The successful bidder shall deposit the performance security with MyGov within fifteen (15) working days from the date of notice of award of the contract/ work order, or at the time of signing/issuing of the contract/ Work order whichever is earlier. The performance security should be from a scheduled commercial bank, in the form of Fixed Deposit Receipt or Bank Guarantee drawn in favor of ***"MyGov-Digital India Corporation"*** payable at **Delhi**, for the due performance and fulfilment of the contract/ work order by the bidder. The performance security shall be denominated in Indian Rupees only. This performance security will be for an amount equivalent to **5% of the Contract Value/ Work order** [i.e., C.V./ W.O.]. All charges whatsoever such as premium, commission etc. with respect to the performance security shall be borne by the bidder.

iii. The performance security shall be valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder for the respective contract.

iv. In case the contract being extended, the successful bidder will have to get the BG extended on same terms and conditions for the period of 60 days beyond the final date of the extended contract period, if any.

v. Performance Security would be returned only after successful completion of work assigned and after adjusting/recovering any dues recoverable/payable from/by the Agency on any account under the contract.

vi. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by MyGov. Any notification of preferred Bidder status by MyGov shall not give rise to any enforceable rights by the Bidder. MyGov may cancel this tender at any time prior or after the signing of agreement

vii. MyGov without assigning any reason can reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect and at any processing stage

viii. The decision of MyGov arrived during the various stages of the evaluation of the bids is final & binding on all bidders

ix. Conditional bids are not acceptable and shall be summarily rejected and MyGov will not be responsible for any misinterpretation or wrong assumption by the bidder, while responding to this tender.

x. MyGov may terminate the tender process at any time and without assigning any reason. MyGov may, by written notice send to the 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 is terminated, and the date upon which such termination becomes effective. MyGov reserves the right to cancel the remaining

part and pay to the agency the amount for partially completed services.

xi. The bidder 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.

xii. MyGov shall remain the owner of all the content conceptualized, created, and implemented by the agency under this RFP. All intellectual property rights in the content whether in tangible or intangible form shall belong to MyGov and the agency has no right to assign, license, sell, or use any content conceptualized, created and implemented under this RFP and / or accompanying Master Service Agreement to any third party under any circumstances. All the content conceptualized, created and implemented by the agency whether in tangible or intangible form shall bear relevant copyright notices in the name of MyGov. The agency shall take all such appropriate legal actions to safeguard violation of MyGov's intellectual property rights, if any.

## 7. MyGov responsibilities

i. MyGov would provide the required IT infrastructure to the selected agency for deployment of language localization software

ii. MyGov shall provide necessary support to share data, document and/or content for localization with the selected agency

iii. In case of translation/transliteration of Video/Audio files, MyGov would share the file along with the script for translation

iv. MyGov would process the invoices and payments to the agency post review of deliverables based on SLA terms and conditions of this RFP.

## 8. Selection Criteria

### 8.1 Minimum Eligibility Criteria

MyGov shall open the technical bids to evaluate the minimum eligibility criteria defined in the RFP is tabulated below. The bidder shall submit self-assessed compliance to Eligibility criteria checklist prescribed in **Annexure 1**. Bids not conforming to any of the minimum eligibility criteria shall be out rightly rejected. MyGov may ask bidder(s) for additional information to verify claims made in their eligibility document, at any point of time before opening of the technical bid.

| S. No. | Criteria | Requirement | Supporting document |
|---|---|---|---|
| 1 | Cover Letter | Cover letter of the bid with valid authorization details of the person(s) signing the bid document as on date of bid submission | a) Cover letter signed by an authorized signatory of the bidder as per Form 1 of Annexure 3 of this RFP.<br>b) Power of Attorney (PoA) on Non-Judicial stamp paper of Min Value of Rs. 100/- as per Form 2 of Annexure 3 of this RFP<br>OR<br>Certified copy of Board Resolution (BR) for authorized signatory |
| 2 | Legal Entity | a) Should be an organization registered under the provisions of the Indian Companies Act, 2013/ Companies Act, 1956 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008 or an organization registered under society Act.<br>b) Registered with the Income Tax Authorities<br>c) Registered with GST Network<br>d) Should have been operating for the last 5 years as on date of bid submission. | a) Certificate of Incorporation<br>b) Copy of PAN Card<br>c) Copy of GST registration certificate<br>d) Letter from Company Secretary/ Statutory Auditor for operating business for last 5 years as on date of bid submission. |
| 3 | Financial Turnover | The bidder should have an average annual turnover of at least **INR 20 Crores** in the last 3 audited financial years. (FY 2022-23, 2023-24 & 2024-25).<br>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. | a) A certificate duly certified by the Statutory Auditor of the bidder mentioning the average annual audited turnover in the last 3 audited financial years (FY 2022-23, 2023-24 & 2024-25).<br>b) Copy of audited Balance Sheets and Profit & Loss Statements for the last 3 financial years (FY 2022- |

| S. No. | Criteria | Requirement | Supporting document |
|---|---|---|---|
| | | | 23, 2023-24 & 2024-25) duly certified by statutory auditor.<br><br>Form 4 of Annexure 3 of this RFP |
| 4 | Net worth | The Bidder should have positive net worth for the three consecutive audited financial years (FY 2022-23, 2023-24 & 2024-25).<br>NOTE: Net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered. | Copy of audited Balance Sheets and Profit & Loss Statements for the last 3 financial (FY 2022-23, 2023-24 & 2024-25) duly certified by statutory auditor & a certificate duly certified by the Statutory Auditor of the bidder.<br><br>Form 4 of Annexure 3 of this RFP |
| 5 | Project Experience | Bidder should have at least three (03) completed projects of similar nature by using language localization Software/ tool in minimum 11 languages for Central/State Government/ PSUs/ Government Universities/BFSI during last 3 audited financial years (FY 2022-23, 2023-24 & 2024-25 of **order value of Rs. 1.5 Crore each.** | a) Details of the assignments as per Form 5 of Annexure 3<br><br>b) Copy of work order/ Agreement/ Contract.<br><br>c) Satisfactory completion certificate from Client for completed contract with PO detail<br><br>OR<br><br>Satisfactory running certificate from Client for Ongoing contract for more than a period of 2 years with PO detail. |
| 6 | Qualified Translators & Language Experts | Bidder should have Qualified translators and language experts for minimum 11 Indian languages. | An undertaking / self-declaration as per the Form 6 of Annexure 3 of this RFP, duly signed (with Organization seal), by the HR Head of the Organization |
| 7 | ISO Certificates | The vendor should be ISO<br>• 9001:2015 QMS<br>• ISO 27001:2015 and above ISMS certification | Copy of ISO Certification<br>(valid during the bid period) |
| 8 | Non-Blacklisting | The bidder must not have the status of being blacklisted or made ineligible by Govt. of India / State Govt. /Govt. Agencies for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or any other reasons, as on date of submission of the bid. | Certificate duly signed by an authorized signatory of the bidder as per Form 7 of Annexure 3 of this RFP |

***Note:*** *If the bidder is a Micro or Small Enterprise/Start-up as per latest definitions under MSME/ Department for Promotion of Industry and Internal Trade (DPIIT) rules, the bidder shall be exempted from the requirements of* ***"Bidder Turnover" criteria*** *subject to meeting of quality and technical specifications. In case any bidder seeks exemption from Turnover, the supporting documents, as applicable to prove his eligibility for exemption, must be submitted for evaluation.*

## 8.2 Technical Qualification and Evaluation Criteria

i. MyGov will do the "technical evaluation" only for the bidders who meet the minimum eligibility requirements.

ii. MyGov will review the technical bids of the short-listed bidders to determine whether the technical bids are as per the requirements laid down. Bids that are not in accordance with the requirements are liable to be disqualified at MyGov's discretion.

iii. 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 or more will qualify for the opening of financial bids.

iv. The technical qualification criteria are as mentioned below. The bidders need to submit supporting documents for Technical Evaluation Criteria.

| S. No | Criteria | Evaluation parameter | Supporting Documents | Max Marks |
|---|---|---|---|---|
| 1 | Bidder should have atleast three (03) completed projects of similar nature by using language localization Software/tool in minimum 11 Indian schedule languages for Central/State Government/ PSUs/ Government Universities during last 3 audited financial years (FY 2022-23, 2023-24 & 2024-25 of **order value of Rs. 1.5 Crore each.** | Three (03) similar projects (Localization in minimum 11 Indian schedule languages) = 5 marks.<br><br>For each additional project of similar Nature: 5 marks up to maximum 10 marks | a) Details of the assignments as per Form 5 of Annexure 3<br><br>b) Copy of work order/ Agreement/ Contract.<br><br>c) Satisfactory completion certificate from Client for completed contract with PO detail<br><br>OR<br><br>Satisfactory running certificate from Client for Ongoing contract for more than a period of 2 years with PO detail. | 15 |
| 2 | Experience of bidder working on localization projects in different Scheduled languages of India/ UN languages | >=11 scheduled languages of India= 05 Marks<br><br>>= 15 scheduled languages of India= 7 Marks<br><br>>= 22 scheduled languages of India= 10 Marks | | 10 |
| 3 | Bidder should have experience in Development, Implementation of Multilingual AI Chatbot and Mobile Application (Android and iOS) in minimum 11 Indian schedule languages | a) Development & Implementation of AI Powered multilingual chatbot = 5 marks<br><br>b) Development & Implementation of MyGov Mobile application/solution (Android and iOS) in minimum 11 Indian schedule languages = 5 marks | | 10 |

| S. No | Criteria | Evaluation parameter | Supporting Documents | Max Marks |
|---|---|---|---|---|
| 4 | **Service Coverage:** Bidder should have successfully delivered combination of following localization services: Video Localization, Infographics, Text to Speech, Speech to Text, Speech to Speech, Mobile App, AI Chat Bot | Any Combination of atleast 5 services: 6 marks<br><br>All services: 10 marks | a) Details of the assignments as per Form 5 of Annexure 3<br><br>b) Copy of work order/ Agreement/ Contract along with Scope of Work | 10 |
| 5 | Bidder should Ensure 99.99% accuracy of human validation of machine-translated content and check for cultural appropriateness before publishing. | Accuracy between 98% - 99% marks = 5 marks<br><br>Accuracy between 99% - 99.99% = 10 marks | The bidder shall submit a certificate, duly signed and stamped by existing client or<br><br>Self-declaration duly signed by authorized signatory along with QA process/report | 10 |
| 6 | Realtime Dashboard Reporting | Maintain dashboards and MIS analytics for real-time tracking.<br><br>MIS reports on word counts, translation instances, timelines, and versioning. | a) Copy of work order/ Agreement/ Contract along with Scope of Work<br><br>b) Dashboard Link for any existing client | 10 |
| 7 | PRESENTATION and DEMONSTRATION | • Technology stack (Model Architecture Maturity Proposed– LLM-based, Transformer-based, NMT architecture) =**05 Marks**<br><br>• Proposed Solution (Open source / proprietary solution / Deployment Options (Cloud, On-Premises, Hybrid) / API Availability) =**05 Marks**<br><br>• Integration methodology (Compatibility with CMS, ERP, CRM, HRMS etc.) **=05 Marks**<br><br>• Project management methodology (Execution plan, Human-in-the-Loop, post-editing workflow, continuous learning mechanisms, word Library/ custom glossary integration) =**05 Marks**<br><br>• AI based multimodal conversational system | PRESENTATION and DEMONSTRATION | 35 |

| S. No | Criteria | Evaluation parameter | Supporting Documents | Max Marks |
|---|---|---|---|---|
| | | (Security, Privacy, and Data Protection Measures) **=05 Marks**<br><br>• Demonstration of the system capability-accuracy specific to the requirements as per the scope of work of RFP =**10 Marks** | | |
| **Total Marks** | | | | **100** |

## 9. Instructions to Bidders

### 9.1 Availability of Tender Document:

The bidding process for this RFP will be completed online through GEM portal. The RFP document can be downloaded from the GEM portal and MyGov Portal. Further, it will be the Bidder's responsibility to check for updated information on the above portals.

### 9.2 Period of Validity of Bids:

- Bids shall remain valid for 120 days from the date of submission of bid. MyGov holds the right to reject a bid valid for a period shorter than 120 days as non-responsive, without any correspondence.
- In exceptional circumstances, MyGov may solicit the bidder's consent for an extension of the validity period. The request and the response thereto shall be made in writing/GeM portal. Extension of validity period by the bidder should be unconditional. The bid security shall also be suitably extended. A bidder may refuse the request without forfeiting the bid security. A bidder granting the request will not be permitted to modify the bid.

### 9.3 Language of Bid:

The bid prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and MyGov shall be written in English language only.

### 9.4 Documents comprising the Bid:

The bid submitted by the bidder shall comprise of the following documents:

a. Technical bid in the formats specified in the RFP- Bidders need to provide all necessary information required to comply with bid security declaration requirements, eligibility and technical evaluation criteria as specified in the RFP document respectively.

b. Financial bid in the formats specified in the RFP document to be submitted on GeM portal only.

c. Any other information that is to be submitted during the bidding process and as appropriate as per the RFP.

### 9.5 Financial Bid:

The financial bid should strictly conform to the formats as per GeM to enable evaluation of bids. Special care must be taken to ensure that the bid does not have any hidden costs or conditional costs, as this shall make the bid liable for outright rejection.
The price components furnished by the bidder, in accordance with format provided in this RFP, will be solely for the purpose of facilitating the comparison of bids by MyGov. This will not in any way limit the rights of MyGov to contract on any other terms specified in the RFP. Prices quoted by the bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightaway.

## 9.6 Pre-Bid Meeting

MyGov shall hold a pre-bid meeting with the prospective bidders as per the schedule mentioned in "FACT SHEET".

i. The queries should be sent to MyGov in the following format placed below with the subject line as "Pre-Bid Queries for Selection of Agency for MyGov Content Localization from *<Company Name>*

| Company name | | | | |
|---|---|---|---|---|
| # | RFP Page No. | Relevant Section / Annexure of RFP | Relevant Content from RFP | Agency's Query / Comment |
| | | | | |

ii. MyGov shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests received for clarifications after the indicated date and time may not be entertained by MyGov.

iii. MyGov makes no representation or warranty as to the completeness or accuracy of any response, nor does MyGov undertake to answer all the queries that have been posted by the bidders and bidders shall not assume that their unanswered queries have been accepted by MyGov.

## 9.7 Modification and Withdrawal of Bids:

The bidder may modify or withdraw its bid in the GEM portal before the expiration of the deadline as prescribed for submission of bids. No bid may be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity.

## 9.8 Deadline for Submission of Bids:

The bids (technical and financial) must be submitted in the GEM portal not later than date and time mentioned in the Fact Sheet.

MyGov may, at its own discretion, extend the deadline for submission of bids by amending the bid document, in which case, all rights and obligations of MyGov and bidders, previously subject to the deadline, will thereafter be subject to the deadline as extended. Any bid received by MyGov after the deadline for submission of bids prescribed by MyGov will be summarily rejected. MyGov shall not be responsible for any delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

This is a timebound engagement and no request for extension of bid submission end date would be considered.

## 9.9 Rejection of Bid:

The bids (technical and financial) must be submitted in the GEM portal. The bids submitted in hard copy, telex, fax, or email shall not be entertained. Any condition put forth by the bidder not conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

### 9.10 Bid Opening:

MyGov reserves the rights to postpone or cancel a scheduled bid opening.
The bids will be opened in two sessions, one for technical proposals, and second for financial proposals of those bidders who qualify the Technical Criteria.
During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
The Bid Security declaration of the bidders will be opened on the same day and time, on which the technical bid is opened, and bids for which the requisite Bid Security declaration has not been received by MyGov or whose Bid Security declaration as per the format is not in order shall be rejected.

### 9.11 Bid Security:

a. Bidders shall submit the signed Bid security declaration as per the format specified in this RFP: Format for Bid Security Declaration addressed to CEO MyGov New Delhi and should be valid for the period of 120 days from the last date of bid submission.

b. In case the bidder is found in breach of any condition(s) of this RFP, at any stage, legal actions per rules/laws, shall be initiated against the bidder and Bid security declaration will be evoked.

c. Proposals that do not accompany Bid security declaration shall be summarily rejected.

### 9.12 Evaluation Process:

a. MyGov will constitute a Tender Evaluation Committee (TEC) to evaluate the responses of the Bidders. The Committee shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

b. Technical bids thus opened will be evaluated by MyGov subsequently.

c. In the event of the specified date of bid opening being declared a holiday for MyGov, the bids shall be opened at the appointed time and location on the next working day.

d. The decision of the Committee on the evaluation of responses to the RFP shall be final.

e. MyGov may seek clarification from the Bidder on the Technical & Financial Proposal.

f. During evaluation of bids, MyGov may, at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be made in writing through GeM. If the response to the clarification is not received before the expiration of the deadline prescribed in the request, MyGov reserves the right to evaluate bids based on available documents which may also lead to rejection of the bid.

### 9.13 Method of Selection:

**Quality Cum Cost Based Selection (QCBS) (70 Technical :30 Financial)** as per GeM. Bidders who **score 70 marks and above** will be eligible for financial bid opening. The highest total points (H-1) will be considered for award of contract as per GeM.

*Note:*

a) If a bidder quotes NIL charges/ consideration, the bid shall be treated as non-responsive and will not be considered.
b) The bid price will include all taxes and levies and shall be in Indian Rupees as per GeM.
c) Any conditional bid would be rejected.

## 9.14 Award of Contract:

The bid will be awarded as per the terms of this RFP and GeM. MyGov reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time without thereby incurring any liability to the affected bidder or bidders, with or without assigning any reason.

## 9.15 Performance Security:

The successful bidder shall deposit the performance security with MyGov within fifteen (15) working days from the date of notice of award of the contract/ work order, or at the time of signing/issuing of the contract/ Work order whichever is earlier. The performance security should be from a scheduled commercial bank, in the form of Fixed Deposit Receipt or Bank Guarantee drawn in favor of ***"MyGov-Digital India Corporation"*** payable at **Delhi**, for the due performance and fulfilment of the contract/ work order by the bidder. The performance security shall be denominated in Indian Rupees only. This performance security will be for an amount equivalent to **5% of the Contract Value/ Work order** [i.e., C.V./ W.O.]. All charges whatsoever such as premium, commission etc. with respect to the performance security shall be borne by the bidder.

The performance security shall be valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder for the respective contract.

The performance security may be discharged/ returned by MyGov upon being satisfied that there has been due performance of the obligations of the selected bidder under the contract/ work order. However, no interest shall be payable by MyGov on performance security.

In the event of the selected bidder being unable to service the contract/ work order for whatever reason, the MyGov would revoke the performance security. Notwithstanding and without prejudice to any rights whatsoever of MyGov under the contract/ work order in the matter, the proceeds of the performance security shall be payable to MyGov as compensation for any loss resulting from the selected bidder's failure to complete its obligations under the contract/ work order. MyGov shall notify the selected bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the selected bidder is in default.

MyGov shall also be entitled to make recoveries from the selected bidder's bills, performance security, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction, or misstatement. Any such occurrence should be brought to the notice of MyGov.

### 9.16 Annulment of Award:

Failure of the successful bidder to comply with the requirements of the RFP shall constitute sufficient ground for the annulment of the award and Bid Security may be invoked. In the event MyGov may award the contract to the next bidder who has been ranked as H-2 and so on.

### 9.17 Partnership and Sub-contracting:

Partnership and Sub-contracting are not allowed for this engagement. The bidding entity must be a single entity duly registered under the applicable laws of the country.

### 9.18 Limitation of Liability:

a) Except conditions enumerated in Indemnity Clause, the damage caused by the Bidder to MyGov under any work order issued pursuant to this agreement, the Bidder shall be liable to end user / MyGov for damage and loss to the maximum extent of the work order value.

b) Bidder shall be liable for all acts of omission and commission by its employees deployed under this agreement and MyGov stands insulated against aggrieved third-party complaints against any civil or criminal actions of the Bidder or its employees.

### 9.19 Indemnity:

a) The selected bidder shall indemnify MyGov against any liability incurred on account of any default by the selected BIDDER or manpower deployed by it.

b) The selected bidder shall indemnify and defend the MyGov against all third-party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software, design architecture, templates, layouts, documents, other artefacts, deployed resources and related services or any part thereof ("Deliverables").

c) MyGov stand indemnified from any employment claims that the engaged Manpower /Resources may opt to have towards the discharge of their duties in the fulfilment of the Work Orders.

d) Each party also stands indemnified from any compensation arising out of accidental loss of life or injury sustained by such party's manpower while discharging their duty towards fulfilment of the Work Orders caused by the negligence or wilful misconduct of the other Party or its agents and representatives.

### 9.20 Intellectual Property Rights (IPR):

a) Subject to the other provisions contained in this clause, the bidder shall agree that all deliverables created or developed by the bidder, specifically for the MyGov, together with any associated copyright and other intellectual property rights, shall be the sole and exclusive property of MyGov.

b) The MyGov shall acknowledge that:

i. In performing services under the Contract, the selected bidder may use proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by the Bidder prior to or independent of the services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the services hereunder, ("the Bidder's Pre-Existing IP").

ii. Notwithstanding anything to the contrary contained in the Contract, the bidder shall continue to retain all the ownership, the rights title, and interests on all the Bidder's Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting the bidder from using the bidder's Pre-Existing IP in any manner.

iii. If any of the bidder's Pre-Existing IP or a portion thereof is incorporated or contained in a deliverable under the Contract, the bidder hereby grants MyGov a non-exclusive, perpetual, royalty free, fully paid up, irrevocable license of the deliverables with the right to sublicense through multiple tiers, to use, copy, install, perform, display, modify and create derivative works of any such deliverables and only as part of the deliverables in which they are incorporated or embedded.

c) MyGov being the owner of all the IPs created in the deliverables, except the pre-existing IPs of the Bidder used in the development and deployment, shall have exclusive rights to use, copy, license, sell, share, deploy, develop, modify or any such act that the MyGov may require or find necessary for its purpose. The IP rights of the /MyGov shall indefinitely subsist or continue in all future derivatives of the deliverables.

d) Except as specifically and to the extent permitted by the Bidder, the MyGov will not engage in reverse compilation or in any other way arrive at or attempt to arrive at the source code of the Vendor's Pre-Existing IP, or separate Bidder's Pre-Existing IP from the deliverable in which they are incorporated for creating a standalone product for marketing to others.

e) The MyGov shall warrant that the materials provided by the MyGov to Bidder for use during development or deployment of the application shall be duly owned or licensed by the MyGov.

### 9.21 Force Majeure:

If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract 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 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 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 contract is prevented or delayed by reason of any such event for a period exceeding 60 days, MyGov may at its option, terminate the contract. 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. MyGov shall however, be responsible to pay the Bidder for the services successfully rendered to the satisfaction of MyGov under the work orders/ purchase orders issued pursuant to the contract.

### 9.22 Dispute Resolution:

The Bidder and MyGov shall endeavor their best to amicably settle, by direct negotiation, all disputes arising out of or in connection with the contract.

In case any dispute between the Parties, does not settle by negotiation, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration. Arbitration shall be held in New Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the third to be appointed by the Department of Information Technology, Government of India.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this RFP document.

Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

### 9.23 Applicable Law:

The Bidder shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing. All disputes in this connection shall be settled in Delhi jurisdiction only. All procedures for the purchase of stores laid down in GFR and DFPR shall be adhered-to strictly by the MyGov and subordinates and Bidders are bound to respect the same.

### 9.24 Labour Law:

The Bidder shall comply with all the provisions of Indian Labour Laws and industrial laws

in respect of the manpower employed thereof be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/ processing.

### 9.25 Information Security:

a) The selected bidder shall not carry and/or transmit any material, information, application details, equipment, or any other goods/material in physical or electronic form, which are proprietary to or owned by MyGov, out of premises without prior written permission from MyGov.

b) The selected bidder to acknowledge that MyGov's business data and other MyGov proprietary information or materials, whether developed by MyGov or being used by MyGov pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to MyGov; and the selected bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by the selected bidder to protect its own proprietary information.

c) The selected bidder shall recognize that the goodwill of MyGov depends, among other things, upon selected bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by selected bidder could damage MyGov and that by reason of selected bidder's duties hereunder. Selected bidder may come into possession of such proprietary information, even though selected bidder does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Selected bidder shall use such information only for the purpose of performing the said services.

d) The selected bidder shall, upon termination of this agreement for any reason, or upon demand by MyGov, whichever is earliest, return all information provided to the selected bidder by MyGov, including any copies or reproductions, both hardcopy and electronic.

e) The selected bidder will not disclose any information, to anyone in any form about software, hardware, network topology, IP Schema, and network security policies of MyGov. Information disclosure to anyone shall be only with prior written consent of MyGov. A separate "Non-Disclosure Agreement" as per Form - 10 shall be signed within 1 week after receiving a work order.

### 9.26 Micro, Small & Medium Enterprises Development Act, 2006/Startups:

If a selected bidder falls under the Micro, Small & Medium Enterprises Development Act, 2006, then a copy of the valid certificate must be provided to MyGov to avail the associated benefits. Further, the selected bidder must keep MyGov informed of any change in the status of the company or any other legal entity.

### 9.27 Integrity Pact:

a) In compliance with the Central Vigilance Commissioner Circular No. 06/05/21 dated 3rd June 2021 regarding adaptation of Integrity Pact- Revised Standard Operating Procedure to ensure transparency, equity and competitiveness in public procurement,

the Bidder(s)/Vendor(s)/Prospective vender(s) are required to sign an Integrity Pact (IP) with MyGov.

b) The pact is essentially an agreement between the Bidder(s)/ Vendor(s)/Prospective vendor(s) and the MyGov, committing the persons/Officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract. Only those selected bidder, who commit themselves to such a pact with the MyGov, would be considered competent to participate in the bidding process.

c) The selected bidder is required to enter in an Integrity Pact with the Purchaser. For this, the Bidder shall submit the original signed and stamped Integrity Pact as part of technical bids, failing which the bids would not be considered for evaluation for such selected bidder and may get disqualified.

d) Further, any violation of Integrity pact would entail disqualification of the Bidder(s)/Vendor(s) and exclusion from MyGov's future bidding process for two years and execution of Bid Securing Declaration Form of such Bidder(s)/Vendor(s).

### 9.28 Fraud and Corrupt Practices:

The selected bidder (s) 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, the MyGov 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, the MyGov shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost, and effort of the Authority, regarding the RFP, including consideration and evaluation of such Bidder's Proposal.

### 9.29 Confidentiality:

a) The Bidder (the "Receiving Party") shall acknowledge and agree to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the MyGov (the "Disclosing Party"). The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under the Contract/ Agreement.

b) The term "Confidential Information", as used herein, shall mean all business strategies, plans and procedures, proprietary information, software, tools, processes, methodologies, data and trade secrets, and other confidential information and materials of the Disclosing Party, its affiliates, their respective clients or suppliers, or other persons or entities with whom they do business, that may be obtained by the Receiving Party from any source or that may be developed for the Disclosing Party as a result of the Contract Agreement.

c) The provisions respecting confidentiality shall not apply to the extent, but only to the extent, that the information or document is: (i) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (ii)

subsequently learned from an independent third party free of any restriction and without breach of this provision; (iii) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (iv) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (v) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange (provided, however, that the Receiving Party shall advise the Disclosing Party of such required disclosure promptly upon learning thereof in order to afford the Disclosing Party a reasonable opportunity to contest, limit and/or assist the Receiving Party in crafting such disclosure).

d) The obligations under this clause shall survive for eternity either termination or expiration of this Contract/agreement.

e) The Bidder and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or business or operations of MyGov or its clients without the prior written consent of MyGov.

### 9.30 Termination of Contract:

MyGov reserves the right to suspend any of the services and/or terminate the agreement/contract in one or more of the following circumstances by giving 30 days' notice in writing:

a) In case, the overall penalty/deduction for the selected bidder exceeds 10% of the contract value.

b) The selected bidder has failed to commence the Services as per the timelines of the RFP. If staffing personnel and/or services as per the scope of work under the contract with MyGov is not found acceptable by MyGov.

c) Termination for Insolvency, Dissolution etc.:

MyGov may at any time terminate the contract by giving written notice to the selected/ Bidder without compensation to the selected/ Bidder, if the selected/ Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to MyGov.

d) Termination for Default:

MyGov may without prejudice to any other remedy for breach of contract, (including forfeiture of security deposit, Performance Bank Guarantee) by written notice of default sent to the Bidder, terminate the contract in whole or in part after sending a notice to the Bidder in this regard.

i. If the Bidder fails to accept the Work Order(s).

ii. If the Bidder fails to deliver services within the time-period specified in the Work Orders or during any extension thereof granted by MyGov.

iii. If the Bidder fails to meet any other terms and conditions under the contract.

e) Termination for Convenience:

MyGov may by written notice, sent to the selected bidder, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of

termination will specify that termination is for MyGov's convenience, 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. MyGov reserves the right to cancel the remaining part and pay to the selected bidder an agreed amount for partially completed Services.

The selected bidder has neglected or failed to observe and perform all or any of the term's acts, matters or things under this Contract to be observed and performed by it. The selected bidder has acted in any manner to the detrimental interest, reputation, dignity, name, or prestige of MyGov.

### 9.31 Conflict of Interest:

a) A selected bidder shall not have a conflict of interest that may affect the selection process or the solution delivery. Any selected bidder found to have a conflict of interest shall be disqualified. In the event of disqualification, the MyGov shall execute the bid security declaration signed and agreed by the selected bidder. In the event of disqualification, if available, as mutually agreed genuine pre-estimated compensation and damages payable to MyGov for, inter-alia, the time, cost, and effort of MyGov including consideration of such Applicant's Proposal, without prejudice to any other right or remedy that may be available to MyGov hereunder or otherwise.

b) The MyGov requires that the selected bidder provides solutions which always hold the MyGov's interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The selected bidder shall not accept or engage in any assignment that would conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the MyGov.

### 9.32 Exit Management:

This clause sets out the provisions which will apply during the Exit Management period. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Clause.

The exit management period starts, in the case of expiry of contract, at least 3 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the selected bidder. The exit management period ends on the date agreed upon by MyGov or three months after the beginning of the exit management period, whichever is earlier.

### 9.33 Language Coverage & Commercial Applicability:

The selected bidder should be technically capable of supporting twenty-two (22) languages as mentioned in the scope of work of this RFP. Fees and payment obligations shall accrue solely with respect to the language(s) expressly selected & approved by MyGov and no charges shall apply for any language not selected and approved by MyGov.

### 9.34 Exit Management Plan:

a) The selected bidder shall submit an "Exit Management Plan" to MyGov, which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to scope of work and RFP terms.

b) A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.

c) Plans for the communication with such of the selected bidder, staff, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations because of undertaking the transfer.

d) Exit Management Plan shall be presented by the selected bidder too and approved by MyGov or its nominated agencies.

e) The terms of payment as stated in the Terms of Payment Schedule include the costs of the selected bidder complying with its obligations under this Schedule.

## 10. Deliverables with timelines

i. **Project Plan within 15 days of issue of work order:** The Plan should include the details of approach, methodologies, quality assurance, timelines, and project team covering language translators & validators etc.

ii. **Language Localization software solution** is to be delivered with a **perpetual license** along with its updates, upgrades and patches if any during the period of validity. On-premises Installation and integration with MyGov **within 01 month** from the date of issue of LoI or WO.

iii. The agency should provide dashboard and MIS report as per this RFP **within 2 months** from the date of issue of LoI or WO.

iv. **Security audit certificate (Annually)**: from Cert-In Empanelled Information Security Auditing Organizations of the solution needs to be submitted at MyGov/NIC.

## 11. Service Level Agreements

The Service Level parameters defined in this section shall be monitored periodically, as per the individual parameter requirements. In case of severe performance degradation of the services during the contract period, the Bidder will be expected to take immediate corrective action. In case issues are not rectified to the complete satisfaction of MyGov within a reasonable period then MyGov will have the right to take appropriate penalizing actions, including termination of the contract.
The project evaluation committee will be set up by MyGov to review and evaluate the quality of deliverables submitted by the agency.

Note:

i. Deliverable of work in parts i.e., translation of words in portions/chunks will not be considered for Payment. (E.g., For a batch of 4000 words the agency needs to ensure complete translation and delivery in all languages, in case the agency translates only 1000 words out of 4000 words for any language then the same work will not be considered for payment)

ii. In case the agency translates content in 11 languages in complete manner out of 22 languages, then the payment will be made for 11 languages only post deduction of applicable penalties.

| # | Measurement | Target | Penalty / Deduction |
|---|---|---|---|
| 1 | Timeline (T1) for successful translation of all existing static contents and dynamic contents of last three months from the date of issue of Workorder in 22 Scheduled languages of India and other languages as requested (As mentioned in this RFP) | T1<= 45 days | No Penalty |
| | | T1> 45 days | Number of days of delay X 5 % of the invoice cost linked with the respective language that could not be translated as per the RFP timelines<br><br>Post 5 weeks of delay MyGov reserves right to terminate the contract. |
| 2 | The Timeline (T2) for delivery | T2<=24 Hrs. | No Penalty |

<table>
<tr><th>#</th><th>Measurement</th><th>Target</th><th>Penalty / Deduction</th></tr>
<tr><td></td><td>new contents other than serial number 1 for of a batch of 4000 words in 24 Hours for each Language*<br>* Timeline of words beyond 4000 will be calculated on pro-rata basis</td><td>T2> 24 Hrs.</td><td>Number of days of delay X 5 % of the invoice cost linked with the respective language that could not be translated as per the RFP timelines</td></tr>
<tr><td rowspan="2">3</td><td rowspan="2">Number of incidents as stated below:<br>a) deviations/ inconsistency/ errors found in a Quarter in the translated texts/audios/ videos/ infographics<br>b) Non availability of Dashboard and MIS reports</td><td>Up-to 10 incidents</td><td>No Penalty</td></tr>
<tr><td>More than 10 incidents</td><td>INR. 500/- (Five Hundred INR) per error incidence</td></tr>
<tr><td rowspan="2">4</td><td rowspan="2">Timeline (T3) for correcting the incidents/ errors reported The corrections of the reported issues should be done on same day within 24 Hours</td><td>T3<=24 Hrs.</td><td>No Penalty</td></tr>
<tr><td>T3> 24 Hrs.</td><td>INR.1000/- (One Thousand INR) X number of days of delay</td></tr>
<tr><td>5</td><td>Availability of AI-Powered Multilingual Chatbot integrated with MyGov platforms and mobile apps (Android & iOS).<br>Standard Exclusions:<br>Scheduled maintenance with ≥ 72 hours prior notice and total duration ≤ 4 hours/month, occurring between 00:00–04:00 IST.</td><td>The Chatbot should be available ≥ 99.90% throughout the contract period</td><td><table><tr><th>Availability</th><th>Amount</th></tr><tr><td>≥ 99.90%</td><td>No Penalty</td></tr><tr><td>≥ 99.50% and < 99.90%</td><td>5% of Quarterly Invoice Amount</td></tr><tr><td>≥ 99.00% and < 99.50%</td><td>10% Quarterly Invoice Amount</td></tr></table></td></tr>
<tr><td>6</td><td>Availability of AI based translation application for MyGov website / microsite and MyGov Mobile App (Android and Ios):</td><td>The system should be available ≥ 100% throughout the contract period</td><td><table><tr><th>Availability</th><th>Amount</th></tr><tr><td>≥ 100%</td><td>No Penalty</td></tr><tr><td>1 Instance</td><td>10% of Quarterly Invoice Amount</td></tr><tr><td>2 Instance</td><td>15 % Quarterly Invoice Amount</td></tr><tr><td>More than 2 instances</td><td>MyGov reserve the rights for termination of contract and forfeiture of PBG.</td></tr></table></td></tr>
</table>

| # | Measurement | Target | Penalty / Deduction |
|---|---|---|---|
| 7 | Timeline for Invoice submission | Within 7 days of satisfactory delivery of services | If the agency fails to submit the invoice along with supporting documents within 7 days from the end of the month, Liquidity damages at a rate of 0.50% per week or part thereof on the value of the invoice, capped at a maximum of 10% of invoice value. |

* The Agency **shall be equipped to deliver new content, on an as-needed basis within a turnaround time (TAT) of two to four hours** for each respective language required by MyGov.

**12. Payment Terms**

The Agency shall raise an invoice as per the rates agreed in the agreement. The payment schedule is as follows:

| # | Payment Milestone | Payment terms |
|---|---|---|
| 1 | On Successful installation, integration, commissioning, approval, and acceptance of the Translation/ Transliteration tool as per the requirement MyGov and Localization of existing MyGov all static contents and dynamic contents created in last three months onwards from the date of issue of work order.<br>Payment will be made on Successful completion of work and submission of validation report to MyGov along with Invoice. | Payable amount= Actual no of Words X unit rate X no of languages translation done.<br><br>The payment shall be made based on actual work done post deduction of applicable penalties if any. |
| 2 | The agency must submit the invoice on monthly Basis within 7 days from the end of the month based on actual work done along with the following:<br>i) System generated validation report to MyGov.<br>ii) Copy of invoice along-with language wise break-up of number of translated words under each language.<br>iii) Copy of original text and numbers of words provided by MyGov.<br>iv) Copy of translated text for which claims are made. | Payable amount= Actual no of translated Words X unit rate X no of languages translation done.<br><br>The payment shall be made based on actual work done post deduction of applicable penalties/LD if any. |

i. The above payments will be subject to deduction of TDS and taxes as applicable and submission of PBG by the selected bidder.
ii. Penalties if any found at later stage would be deducted from the next quarterly invoice of the agency.

## 13. Annexures and Formats for Bid Submission

### Annexure 1: Minimum Eligibility Criteria Compliance Checklist

| # | Criteria | Requirement | Supporting document | Compliance (Yes/No) |
|---|---|---|---|---|
| 1 | Cover Letter | Cover letter of the bid with valid authorization details of the person(s) signing the bid document as on date of bid submission | a) Cover letter signed by an authorized signatory of the bidder as per Form 1 of Annexure 3 of this RFP.<br>b) Power of Attorney (PoA) on Non-Judicial stamp paper of Min Value of Rs. 100/- as per Form 2 of Annexure 3 of this RFP<br>OR<br>Certified copy of Board Resolution (BR) for authorized signatory | |
| 2 | Legal Entity | a) Should be an organization registered under the provisions of the Indian Companies Act, 2013/ Companies Act, 1956 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008 or an organization registered under society Act.<br>b) Registered with the Income Tax Authorities<br>c) Registered with GST Network<br>d) Should have been operating for the last 5 years as on date of bid submission. | a) Certificate of Incorporation<br>b) Copy of PAN Card<br>c) Copy of GST registration certificate<br>d) Letter from Company Secretary/ Statutory Auditor for operating business for last 5 years as on date of bid submission. | |
| 3 | Financial Turnover | The bidder should have an average annual turnover of at least **INR 20 Crores** in the last 3 audited financial years. (FY 2022-23, 2023-24 & 2024-25).<br>NOTE: Turnover of only the | a) A certificate duly certified by the Statutory Auditor of the bidder mentioning the average annual audited turnover in the last 3 audited financial | |

| # | Criteria | Requirement | Supporting document | Compliance (Yes/No) |
|---|---|---|---|---|
| | | bidding entity will be considered. The Turnover of any parent, subsidiary, associated or other related entity will not be considered. | years (FY 2022-23, 2023-24 & 2024-25).<br>b) Copy of audited Balance Sheets and Profit & Loss Statements for the last 3 financial years (FY 2022-23, 2023-24 & 2024-25) duly certified by statutory auditor.<br>Form 4 of Annexure 3 of this RFP | |
| 4 | Net worth | The Bidder should have positive net worth for the three consecutive audited financial years (FY 2022-23, 2023-24 & 2024-25).<br>NOTE: Net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered. | Copy of audited Balance Sheets and Profit & Loss Statements for the last 3 financial (FY 2022-23, 2023-24 & 2024-25) duly certified by statutory auditor & a certificate duly certified by the Statutory Auditor of the bidder.<br>Form 4 of Annexure 3 of this RFP | |
| 5 | Project Experience | Bidder should have atleast three (03) completed projects of similar nature by using language localization Software/tool in minimum 11 languages for Central/State Government/ PSUs/ Government Universities during last 3 audited financial years (FY 2022-23, 2023-24 & 2024-25 of **order value of Rs. 1.5 Crore each.** | a) Details of the assignments as per Form 5 of Annexure 3<br>b) Copy of work order/ Agreement/ Contract.<br>c) Satisfactory completion certificate from Client for completed contract with PO detail<br>OR<br>Satisfactory running certificate from Client for Ongoing contract for more than a period of 2 years with PO detail. | |
| 6 | Qualified Translators & Language Experts | Bidder should have Qualified translators and language | An undertaking / self-declaration as per the Form 6 of Annexure 3 of this RFP, | |

| # | Criteria | Requirement | Supporting document | Compliance (Yes/No) |
|---|---|---|---|---|
| | | experts for minimum 11 scheduled Indian languages | duly signed (with Organization seal), by the HR Head of the Organization | |
| 7 | ISO Certificates | The vendor should be ISO<br>• 9001:2015 QMS<br>• ISO 27001:2015 and above ISMS certification | Copy of ISO Certification (valid during the bid period) | |
| 8 | Non-Blacklisting | The bidder must not have the status of being blacklisted or made ineligible by Govt. of India / State Govt. /Govt. Agencies for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or any other reasons, as on date of submission of the bid. | Certificate duly signed by an authorized signatory of the bidder as per Form 7 of Annexure 3 of this RFP | |

## Annexure 2: Technical Evaluation Criteria Compliance Checklist

| # | Criteria | Evaluation parameter | Supporting Documents | Max Marks | Compliance Yes/No |
|---|---|---|---|---|---|
| 1 | Bidder should have atleast three (03) completed projects of similar nature by using language localization Software/tool in minimum 11 Indian schedule languages for Central/State Government/ PSUs/ Government Universities during last 3 audited financial years (FY 2022-23, 2023-24 & 2024-25 of **order value of Rs. 1.5 Crore each.** | Three (03) similar projects (Localization in minimum 11 Indian schedule languages) = 5 marks<br><br>For each additional project of similar Nature: 5 marks up to maximum 10 marks | d) Details of the assignments as per Form 5 of Annexure 3<br><br>e) Copy of work order/ Agreement/ Contract.<br><br>f) Satisfactory completion certificate from Client for completed contract with PO detail<br><br>OR<br><br>Satisfactory running certificate from Client for Ongoing contract for more than a period of 2 years with PO detail. | 15 | |
| 2 | Experience of bidder working on localization projects in different Scheduled languages of India/ UN languages | >=11 scheduled languages of India= 05 Marks<br><br>>= 15 scheduled languages of India= 7 Marks<br><br>>= 22 scheduled languages of India= 10 Marks | | 10 | |
| 3 | Bidder should have experience in Development, Implementation of Multilingual AI Chatbot and Mobile Application (Android and iOS) in minimum 11 Indian schedule languages | a) Development & Implementation of AI Powered multilingual chatbot = 5 marks<br><br>b) Development & Implementation of MyGov Mobile application/solution (Android and iOS) in minimum 11 Indian schedule languages = 5 marks | | 10 | |
| 4 | Service Coverage: Bidder should have successfully delivered combination of following localization services: Video Localization, Infographics, Text to Speech, Speech to Text, | Any Combination of atleast 5 services: 6 marks<br><br>All services: 10 marks | a) Details of the assignments as per Form 5 of Annexure 3<br><br>b) Copy of work order/ Agreement/ Contract along with Scope of Work | 10 | |

| # | Criteria | Evaluation parameter | Supporting Documents | Max Marks | Compliance Yes/No |
|---|---|---|---|---|---|
| | Speech to Speech, Mobile App, AI Chat Bot | | | | |
| 5 | Bidder should Ensure 99.99% accuracy of human validation of machine-translated content and check for cultural appropriateness before publishing. | Accuracy between 98% - 99% marks = 5 marks<br><br>Accuracy between 99% - 99.99% = 10 marks | The bidder shall submit a certificate, duly signed and stamped by existing client<br><br>OR<br><br>Self-declaration duly signed by authorized signatory along with QA process/report | 10 | |
| 6 | Realtime Dashboard Reporting<br><br>. | • Maintain dashboards and MIS analytics for real-time tracking.<br><br>• MIS reports on word counts, translation instances, timelines, and versioning. | Copy of work order/ Agreement/ Contract along with Scope of Work<br><br>Dashboard Link for any existing client | 10 | |
| 7 | PRESENTATION and DEMONSTRATION | • Technology stack (Model Architecture Maturity Proposed– LLM-based, Transformer-based, NMT architecture) =**05 Marks**<br>• Proposed Solution (Open source / proprietary solution / Deployment Options (Cloud, On-Premises, Hybrid) / API Availability) =**05 Marks**<br>• Integration methodology (Compatibility with CMS, ERP, CRM, HRMS etc.) **=05 Marks**<br>• Project management methodology (Execution plan, | PRESENTATION and DEMONSTRATION | 35 | |

| # | Criteria | Evaluation parameter | Supporting Documents | Max Marks | Compliance Yes/No |
|---|---|---|---|---|---|
| | | Human-in-the-Loop, post-editing workflow, continuous learning mechanisms, word Library/ custom glossary integration) =**05 Marks**<br>• AI based multimodal conversational system (Security, Privacy, and Data Protection Measures) **=05 Marks**<br>• Demonstration of the system capability-accuracy specific to the requirements as per the scope of work of RFP =**10 Marks** | | | |
| **Total Marks** | | | | **100** | |

## Annexure 3: Bid Submission Formats

**Form 1: Cover Letter**

[On the letterhead of the organization]

The Chief Executive Officer,

MyGov, Electronics Niketan,

CGO Complex, Lodhi Road, New Delhi-110003

Sub: Request for Proposal (RFP) for Selection of Agency for Content Localization Services

Dear Sir,

Having examined the RFP, Annexures, addenda, and pre-bid clarifications, thereto, we, the undersigned, in conformity with the said RFP, offer to provide the said services on terms of reference to signing upon the award of contract/ work order for the sum indicated as per our financial bid.

Primary & Secondary contact for our company are as follows:

| | **Primary Contact** | **Secondary Contact** |
|---|---|---|
| Company Name and Address | | |
| Name | | |
| Mobile | | |
| E-mail | | |

We acknowledge having received all the addenda / pre-bid clarifications to the RFP:

We have read the provisions of the RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, suggestions if any, found in our bid shall not be given effect too.

We undertake, if our bid is accepted, to provide the services included in the RFP within the time frame specified, starting from the date of receipt of notification of award from MyGov.

We agree to abide by this bid for a period of 120 days from the date of bid submission and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We agree to execute a contract or accept a work order in the form to be communicated by MyGov, incorporating all terms and conditions with such alterations or additions thereto as may be necessary to adapt such contract/ work order to the circumstances of the standard and notice of the award within time prescribed after notification of the acceptance of this bid.

We agree that if any day during the entire project duration, our act breaches the RFP terms and conditions or we express our inability to execute the project, MyGov reserves all the rights to terminate the contract / work order and appropriate penalty will be borne on us.

We hereby confirm that we do not have any conflict of interest in accordance with the RFP.

It is certified that the information furnished herein and as per the bid / documents / clarifications submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of RFP and are liable for any punitive action for furnishing false information / documents.

We have read the provisions of the RFP, Annexure thereto and addenda. We understand that any additional conditions, deviations, suggestions, assumptions, if any, found in our bid shall not be given effect to and shall not be binding on MyGov in case our bid is accepted.

We understand that the project is on an outsourced basis and any component or service required for completion of the project will be made available by us to MyGov, without any additional financial implication, except those explicitly mentioned in the RFP.

We confirm that we will be responsible for the security of all the data captured or shared with our system. We further undertake that both our company (including subsidiaries and parent companies) and directors are directly or indirectly not managing related work which conflicts with the RFP requirements/work.

We understand that if the details given in support of claims made above are found to be untenable or unverifiable, or both, our bid may be rejected without any reference to us. We also understand that if there is any change in our eligibility criteria status till the date of award of contract, it is our responsibility to inform MyGov of the changed status at the earliest.

We further clearly understand that MyGov is not obliged to inform us of the reasons for rejection of our bid.

Dated this _____ day of _____ 2026.

Signature

(Bidder Seal)

_____

In the capacity of:

Duly authorized to sign bids for and on behalf of: (Organization name)

**Form 2: Power of Attorney**

**(On Non-Judicial Stamp Paper of value Rs.100/-)**

Know all men by these presents, we _____(name of the company and address of the registered office) do hereby appoint and authorize Mr./ Ms. _____(full name and residential address) who is presently employed with us and holding the position of ___as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid document for this project, in response to the < tender no > invited by the MyGov, including signing and submission of all documents and providing information/ responses to MyGov in all matters in connection with our bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds, and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____day of _____2026 For _

(Signature)

(Name, Designation and Address)

Accepted (Signature)

(Name, Title and Address of the Attorney)

Date:

*Note:*

*The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.*

*Also, wherever required, the bidder should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the bidder.*

*In case the bid is signed by an authorized Director/Partner or Proprietor of the bidder, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.*

**Form 3: Certificate of Incorporation**

| | |
|---|---|
| Name of the Bidder: | |
| Incorporated as _____ in year _____ at _____. | |
| Registration Number | |

*Supporting Documents: Please enclose a copy of Certificate of Incorporation/Registration*

**Form 4: Format for Financial Turnover and Positive Net Worth**

| Financial Year | Company Turnover from all services (INR Crores) | Net worth (INR Crore) |
|---|---|---|
| FY 2022-23 | | |
| FY 2023-24 | | |
| FY 2024-25 | | |

Note: Turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered. Supporting documents to be enclosed:

- Audited financial statements of the Bidder from financial years FY 2022-23, FY 2023-24 & FY 2024-25. (Only main/relevant pages of Balance Sheet and P & L; without schedules; to be provided. Documents to have evidence of signing by Auditors).

- The turnover data shall be consistent with the Audited Balance Sheets / P & L.

Place:

Date:

Seal and signature of the bidder

Seal & signature of Auditor (with UDIN)

**Form 5: Format for Project Citation**

<table>
<tr><td colspan="2">Project Title:<br><br>(Attach separate sheet for each project)</td></tr>
<tr><td>Name of client:</td><td>Approximate value of services provided:</td></tr>
<tr><td>Address:</td><td>Referrals (Client side):<br><br>Name:<br><br>Designation:<br><br>Role in the project:<br><br>Contact number:<br><br>Email Id:</td></tr>
<tr><td>Start Date (month / year):<br><br>End Date (month / year):</td><td>Status of the assignment (successfully implemented, complemented, ongoing, under support / maintenance phase):</td></tr>
<tr><td>No. of Man-month:</td><td rowspan="2">Number of resources deployed by the bidder:</td></tr>
<tr><td>Operational time for the project:</td></tr>
<tr><td colspan="2">Narrative description of project including Scope of Work and value delivered: (in not more than 500 words)</td></tr>
<tr><td colspan="2">Description of actual services provided within the assignment (in not more than 500 words)</td></tr>
<tr><td colspan="2">Relevance of assignment to current project: (in not more than 200 words)</td></tr>
</table>

Note: Supporting documents to be enclosed.

Signature of the Bidder with Seal

**Form 6: Format for Language expert strength**

**DECLARATION-CUM-CERTIFICATE (on Bidder's letterhead)**

TO WHOM SO EVER IT MAY CONCERN

This is to certify that (Name of Bidder) has a total of (nos.....) Qualified translators and language expert, designers as on (date….) having relevant experience in language translation, content localization, Indian regional & International Language Experts etc.

Name of HR:

Designation:

Date:

Seal:

Seal and signature of the bidder

**Form 7: Format for Non-Blacklisting Certificate**

[On Bidder's letterhead]

To,

Chief Executive Officer MyGov

Ministry of Electronics and Information Technology

CGO Complex, Lodhi Road, New Delhi 110003

This is to certify that _____ (name of the bidder), having registered office at _____(address of the registered office), as on date of submission of the bid, doesn't have the status of being blacklisted or made ineligible by Govt. of India / State Govt. /Govt. Agencies for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reasons.

In case our organization gets blacklisted by any Government entity, even during the contract period, we will inform the same to the MyGov in writing within 15 days from the date of blacklisting. In case of concealing any such information with MyGov, we are liable for the termination of the contract.

Signature: (Authorized Signatory)

Name:

Designation:

Address:

Seal:

Date:

**Form 8: Format for Approach & Methodology**

Based on the broad areas of work outlined in the RFP and bidder's own experiences, bidders are required to provide details in the form of write-up as well as Power Point Presentation at the time of technical presentation.

| |
|---|
| Understanding of Scope of Work and Project requirements |
| Overview of the approach and methodology, solution designing, proposed technology stack, assumptions, risk, innovative solutions, Unique Selling Point (USP), support plan in write up within 4000 words covering all components |
| Project implementation Plan/Work Plan with Activities/ Tasks, Duration, Sequencing, Interrelations, Milestones |

**Form 9: Format for Bank Guarantee**

To,
The Chief Executive Officer (CEO)
MyGov, Ministry of Electronics and Information Technology
Electronics Niketan, 6, CGO Complex,
Lodhi Road, New Delhi - 110 003

WHEREAS the successful bidder (hereinafter called "the bidder"), having its office at _____ has undertaken, in pursuance of Work order/LOI dated _____, to provide services under this RFP category……...to MyGov, Ministry of Electronics and Information Technology, GoI (hereinafter called "the beneficiary") having its office at MyGov, 3rd Floor, Room no-3015, Ministry of Electronics and Information Technology (Government of India) Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi - 110 003

And whereas it has been stipulated by in the said Work order/Letter of Intent no. _____ of Intent that the Bidder shall furnish a bank guarantee from a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the Work order/Letter of Intent issued dated _____.

And whereas we, _____ (Name of the Bank) a banking company incorporated and having its head /registered office at _____ (address of the registered office>> and having one of its offices at <<address of the local office) have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of INR _____ (Rupees _____) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the Work Order/Letter of Intent and without cavil or argument, any sum or sums within the limits of INR_____ (Rupees _____) 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 Bidder before presenting us with the demand. We further agree that no change or addition to or other modification of the terms of the Work Order/LoI issued to be performed there under or of any of the contract which may be made between you and the bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until _____ (Insert Date).

Notwithstanding anything contained herein:

i) Our liability under this bank guarantee shall not exceed INR _____ (Rupees _____).

ii) This bank guarantee shall be valid up to _____ period.

iii) It is 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.

(Authorized Signatory of the Bank)

Seal:

Date:

**Form 10: Format for Non-Disclosure Agreement**

*(To be submitted by successful bidder post issue of Work Order)*

This Non-Disclosure Agreement ("Non-Disc") is made and entered into _____ day of _____ month _____ year (effective date) by and between MyGov ("Department") and _____ ("Company")

Whereas, Department and Company have entered into an Agreement _____ _____ effective _____ for _____; AND

Whereas each party desires to disclose to the other party certain information in oral or written form which is proprietary and confidential to the disclosing party, ("CONFIDENTIAL INFORMATION"). The confidentiality obligations shall survive the termination of this Contract.

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

Definitions. As used herein:

The term "Confidential Information" shall include, without limitation, all information and materials, furnished by either Party to the other in connection with citizen/ users/ persons/ customers data, products and/ or services, including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic or optical media, and including all proprietary information, customer lists, trade secrets, trade names or proposed trade names, methods and, licensed document know-how, ideas, concepts, and other intellectual property relating to the disclosing party's data, computer database, products and/ or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the Department's Information including citizen/ users/ persons/ customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information.

The term "Department" shall include the officers, employees, agents, consultants, contractors and representatives of the Department.

The term, "Company" shall include the directors, officers, employees, agents, consultants, contractors and representatives of Company, including its applicable affiliates and subsidiary companies.

Protection of Confidential Information. With respect to any Confidential Information disclosed to it or to which it has access, Company affirms that it shall:

Use the Confidential Information as necessary only in connection with Project and in accordance with the terms and conditions contained herein.

Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information that the parties take to protect the confidentiality of its own proprietary and confidential information and that of its clients.

Not to make or retain copy of any citizen/ users/ persons/ customers database, Proposals developed by or originating from Department or any of the prospective clients of Department except as necessary, under prior written intimation from Department, in connection with the Project, and ensure that any such copy is immediately returned to Department even without express demand from Department to do so.

Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the other party; and

Return to the other party, or destroy, at Department's discretion, any and all Confidential Information disclosed in oral/ printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately upon the earlier to occur of (i) expiration or termination of either party's engagement in the Project, or (ii) the request of the other party therefore.

Not to discuss with any member of the public, media, press, any or any other person about the nature of arrangement entered between Department and Company or the nature of services to be provided by the Company to the Department.

Onus - Company shall have the burden of proving that any disclosure or use inconsistent with the terms and conditions hereof falls within any of the following exceptions.

Exceptions - These restrictions as enumerated in this Agreement shall not apply to any Confidential Information:

Which is independently developed by Company or lawfully received from another source free of restriction and without breach of this Agreement; or

After it has become generally available to the public without breach of this Agreement by Company; or

Which at the time of disclosure to Company was known to such party free of restriction and evidenced by documentation in such party's possession; or

Which Department agrees in writing is free of such restrictions.

Which is received from a third party not subject to the obligation of confidentiality with respect to such Information.

Remedies - Company acknowledges that (a) any actual or threatened disclosure or use of the Confidential Information by Company would be a breach of this agreement and may cause immediate and irreparable harm to Department; (b) Company affirms that damages from such disclosure or use by it may be impossible to measure accurately; and (c) injury sustained by Department may be impossible to calculate and remedy fully. Therefore, Company acknowledges that in the event of such a breach, Department shall be entitled to specific performance by Company of Company's obligations contained in this Agreement. In addition, the Company shall indemnify the Department of the actual and liquidated damages which may be demanded by the Department. Moreover, the Department shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by the Company.

Need to Know. Company shall restrict disclosure of such Confidential Information to its employees and/ or consultants with a need to know (and advise such employees of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/ or third party without prior written approval of the disclosing party.

Intellectual Property Rights Protection - No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the conveying of Confidential Information to such party.

No Conflict - The parties represent and warrant that the performance of its obligations hereunder does not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound.

Authority - The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.

Dispute Resolution - If any difference or dispute arises between the Department and the Company in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, any such dispute shall be referred to MyGov, MyGov

The arbitration proceedings shall be conducted in accordance with the (Indian) Arbitration & Conciliation Act, 1996 & amendments thereof.

The place of arbitration shall be the New Delhi

The arbitrator's award shall be substantiated in writing and binding on the parties.

The proceedings of arbitration shall be conducted in English language.

The arbitration proceedings shall be completed within a period of 120 days from the date of reference of the dispute to arbitration.

Governing Law - This Agreement shall be interpreted in accordance with and governed by the substantive and procedural laws of India and the parties hereby consent to the exclusive jurisdiction of Courts and/ or Forums situated at New Delhi, India only.

Entire Agreement. This Agreement constitutes the entire understanding and agreement of the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and understandings among the parties with respect to the subject matter hereof.

Amendments - No amendment, modification and/ or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.

Binding Agreement - This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.

Severability - It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.

Waiver - If either party should waive any breach of any provision of this Agreement, it shall not thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision hereof.

Survival - Both parties agree that all their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement.

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed this Agreement to make it effective from the date and year first written above.

For Department,

_____

Name:

Title:

For Company

_____

Name:

Title:

WITNESSES:

1.

2.

**Form 11: Format for Financial Bid Cover Letter**

**(On Bidder's letter head)**

<Location, Date>

To,

The Chief Executive Officer,

MyGov, MeitY

Lodhi Road, New Delhi-110003

**Subject:** Request for Proposal (RFP) for Selection of Agency for Content Localization Services

(Translation and Transliteration for MyGov Platform)

Dear Sir,

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

We understand that the payment would be made based on actual GST prevalent at the time of payment.

Our Financial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal as mentioned in this RFP.

Our Financial Bid is inclusive of all the Hardware/ Software/ Manpower costs as defined in the commercial format.

We understand you are not bound to accept any Bid that you receive.

Yours sincerely,

(Authorized Signatory)

(Name, Designation, Address, Contact Details, Seal, Date)

## Form 12: Indicative Format of Financial Bid (Illustrative Purpose Only)

**Table A: Financial Bid (Lumpsum), only unit price to be submitted by bidder in GeM portal**

| S. No. | Component | Unit of Measurement | Indicative Volume for 22 languages @10 lakh words per language per Annum | Price per unit Inclusive of taxes (INR) | Total price inclusive of taxes (INR) |
|---|---|---|---|---|---|
| | | | *(A)* | *(B)* | *C=A*B* |
| 1 | Cost of services in terms of words as per the scope of work of RFP.<br><br>**Lumpsum price may include the price from Sl.no. 1 – 6 of "Table B"** | Number of words | 2,20,00,000 | | |

**Table B: Break up of Financial Bid (to be uploaded in GeM portal)**

| S. No. | Component | Unit of Measurement | Indicative Volume per Annum | Price per unit Inclusive of taxes (INR) | Total price inclusive of taxes (INR) |
|---|---|---|---|---|---|
| | | | *(A)* | *(B)* | *C=A*B* |
| 1 | Cost of translation/ transliteration/ Text-to-Speech (TTS) / Subtitles of words in local languages as per the scope of work of RFP. **Cost per word per language (22 language)** | Number of words | 10,00,000 (per language) | | (Cost to be mentioned for 2.20 Crore words) |
| 2 | AI Powered multilingual chatbot Development & Implementation Cost (one time) for 22 languages | 1 | - | | |
| 3 | MyGov's mobile applications (Android and iOS) by delivering an SDK or equivalent solution, Implementation & Integration Cost (one time) for 22 languages | 1 | - | | |
| 4 | Cost for Infographic creation in regional language | Nos | 3000 | | |
| 5 | Cost for Video/Reels dubbing/voice-over Localization services as per RFP requirements (per minute) | Nos | 1800 | | |
| 6 | Cost of Podcast/ audio dubbing/voice-over Localization services as per RFP requirements (per minute) | Nos | 35 | | |
| 7 | Cost of Speech-to-Text (STT)/ Speech-to-Speech (S2S) audio Localization as per RFP requirements (per minute) | Nos | 1 | | |
| | **Grand Total inclusive of taxes (INR)** | | | | |

**Note:**

- Bidder has to submit the financial bid strictly in GeM portal only.
- The estimated numbers mentioned in the above tables are for financial bid evaluation, the exact number may vary. The payments will be made as per actual work done. Rate quoted per language would be applicable for all languages mentioned in the RFP document.
- The prices in Table B should be equal to the lumsump price quoted in Table A in GeM portal. Any deviation may lead to disqualification of the bid.

**Form 13: Format for Bid Security Declaration**

***(To be submitted on Non-Judicial Stamp paper of minimum Rs. 100)***

**GeM/ RFP Number:**

To,
The Chief Executive Officer,
MyGov, MeitY
Lodhi Road, New Delhi-110003

**Subject: Bid Security Declaration for - - - (RFP with MyGov)**

We, _____(Name of Bidder) understand that, according to Bid condition, bids must be supported by a Bid Security Declaration, therefore rather than submitting the EMD, We render the declaration that: We, the Bidder hereby declare that, we will automatically be suspended from being eligible for bidding in any contract with the MyGov (herein referred as Employer) for the period of 3 years, starting on bid submission closing date, if we are in breach of any of the following obligation (s) under the bid conditions: -

a. If, after the bid opening, we withdraw the proposal.
b. During the Bid process, if a bidder indulges in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
c. If, we do not accept the correction of arithmetical errors of the Bid prices.
d. In case of a successful Bidder, if we fail to sign the Agreement in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFP.
e. In any other case specifically provided for in RFP.

Signature_____

Name of the Bidder_____

Name and designation of the person duly authorized to sign the Bid on behalf of the

Bidder_____

Date Signed_____ day of _____

……...END OF DOCUMENT……