

E-NOTICE INVITING TENDER FOR
***“Hiring of an agency for coverage and live streaming of
Multilateral Summits & International Events”.***

Tender No: XP- 20/551/01/2026 DATED: 24.03.2026	
Important Dates	
Date of Publishing	24.03.2026 (Tuesday)
Bid Document Download Start Date	24.03.2026 (Tuesday)
Pre Bid Meeting	27.03.2026 (Friday)
Clarification Start Date	24.03.2026 (Tuesday)
Clarification End Date	30.03.2026 (Monday)
Bid Submission Start Date (online)	24.03.2026 (Tuesday)
Bid Submission End Date (online)	14.04.2026 (Tuesday)
Date of Technical Bid Opening (online)	15.04.2026 (Tuesday)

The bid shall be submitted online at GeM Portal Website: <https://gem.gov.in/>. Manual bids shall not be accepted.

Sd/-
(Vasudev Ravi)
Officer on Special Duty (Press Relations)
External Publicity & Public Diplomacy Division
Ministry of External Affairs
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E- TENDER NOTICE

On behalf of the President of India, E-tenders under the two bid system – Technical Bid and Financial Bid are invited from reputed, experienced and financially sound agencies for audio-visual coverage, event photography/ videography and live streaming on YouTube Channel and other social media platforms of the Ministry of External Affairs (MEA) and other relevant Ministries.

1. SCOPE OF WORK

i. Video recording and Photography of Meetings and Events, Seminars and Conferences, Lectures and Dialogues; Coverage of Media Briefings and Special Press Interactions; Photo and video coverage of venue arrangements, visits and excursions of Foreign Delegations, cultural events and gala dinners; organized/supported by the MEA and other relevant Ministries and coverage of any other event specified by the relevant Ministries from time to time in resolution and format befitting an international event. Given the international nature of engagements of the Multilateral Summits, coverage of events would be on many occasions, beyond regular working hours. Hence, the media coverage team should be available round the clock.

ii. Transmission of high resolution (~4K or equivalent) photographs: In all instances where an event is being covered by the selected agency, they will ensure the immediate digital transmission of a selected group of well captured **RAW** photographs suitably edited into appropriate formats **within and no later than 30 minutes** of the event. If the event is a continuing one, the agency will transmit the photographs of the main aspects (for instance: the first images of the dignitary speaking) and such images at select instances as advised and under the guidance of the MEA and other relevant Ministries officials. Prerequisites for the same viz. software licenses, equipment and internet/ wifi connectivity should be available with the agency.

iii. Live streaming of specified events — including but not limited to, Media Briefings & Press Interactions; Visits of Foreign Delegations & Summits; Seminars & Conferences; Lectures and Dialogues - on YouTube & other social media channels as specified by the MEA and other relevant Ministries and sharing the link with designated vendor for website maintenance to setup web-cast 24 hrs in advance. A technical team should also be available round the clock for coordination and support for online work (uploading, streaming, editing etc.)

iv. Transmission of high resolution videos: In events which do not require live streaming, a high resolution (~4K or equivalent) video of the entire event is to be recorded and provided to MEA and other relevant Ministries **within and no later than two hours**.

v. Editing of photographs of events covered, generating them into suitable formats immediately and on real time basis for use by the MEA and other relevant Ministries on its Official website and **within and no later than two hours** for usage for social media channels such as Instagram, Facebook, Twitter, Flickr etc. Hardware (laptops/ desktops etc) and software licenses for photo/video editing should be available with the vendor. A separate agency for managing online presence on social media platforms in respect of Multilateral Summits & International events is being hired by the Ministry and the selected agency should liaise with the agency for managing online presence on social media platforms.

vi. Editing of videos of events covered into suitable formats and lengths to upload them on MEA and other relevant Ministries YouTube, Instagram, Twitter, Facebook and other social media channels **within and no later than two hours**. Creation of short clips to be posted as reels and stories etc on social media and circulated on whatsapp/ telegram etc to journalists **within and no later than two hours**.

vii. Maintaining the MEA and other relevant Ministries YouTube channel professionally on behalf of the Ministries and optimizing it for content search and wider visibility whereas other social media networks will be handled by the agency hired for managing social media platforms.

viii. The base location for the coverage team will be in Delhi/ National Capital Region (NCR) where they are expected to be present at all times unless specifically sent to cover an outstation event. However, to cover several events, firm may have to send its staff outside Delhi or tie up with another local agency to provide the services at the same quality. For the outstation events, agency will hire only the part of services locally and with the prior information/consultation with the MEA and other relevant Ministries and the agency will monitor the overall process and will bear the sole responsibility for the quality of the output by deputing its team at the meeting/event venue. The number of such outstation events are likely to be around 120 (One Hundred Twenty) and 20 (Twenty) in NCR tentatively during the period of the contract and may range from one to three days. No travel, accommodation or *any* incidental charges shall be borne by the MEA or other relevant Ministries on this account separately. However, it is not binding upon MEA and other relevant Ministries to restrict the number of events within this range. **All costs to be incurred are to be inclusive of this contract within the financial bid as submitted by the Contractor.** The quarterly calendar of outstation events will be provided to the firm in advance.

ix. There would be multiple occasions, when more than one event is scheduled at the same date and time at different venues within Delhi/ NCR or elsewhere necessitating deployment of multiple photographers and videographers to cover the events simultaneously. Accordingly the agency should be adequately prepared for it. Ideally, a team *consisting of one minder cum creative director, three photographers, four videographer (Two for recording content for social media reels and two for normal videography) and one video editor (who is also capable of creating short reels within and no later than two hours), one photo editor, and one technician (for coordination and support for online work viz. uploading, live streaming etc.) will be required per event.* Accordingly, Bidder may provide a framework of man-power deployment planning containing but not limiting to ***minders cum creative directors, photographers, videographers and video editors/ photo editors on site at event venues and available to work at short notice at all times anywhere in India.*** The Bidder may propose the details of man-power deployment keeping in mind the expanse of scope and nature of work which will be assessed by Technical Evaluation Committee (TEC) on technical merit. Occasionally, more such teams may be required to be deployed for covering events happening simultaneously and this should be planned based on the quarterly calendar of events.

x. The selected agency will setup and maintain an audio visual database with archive management (Organising, tagging & cataloguing of all photos & videos of every event). Cost of Server space/hardware required for the same will be borne by the selected agency. **The agency will have no access to the database in any manner whatsoever post-completion of the contractual obligations.**

MEA will have the Intellectual Property Rights (IPR) over this archive. The firm will provide and maintain server, backup, storage and recovery of MEA & other relevant Ministries videos and photographs for a minimum period of 90 days. After the expiry of 90 days, the videos and photographs may be suitably stored index-wise in Hard Disk Drive and submitted to XPD Division. In addition to the storage and making database, the firm will setup cloud base access controlled database for archiving Photos and videos for safe storage and easy access. Following requirement may be added to archiving:

- (a) Sufficient space on cloud based data storage for storing photos and videos and easy access.
- (b) Strong access control with high level IT safety.
- (c) Proper indexing of events in chronological order for easy access/ recovery at the time of urgency.
- (d) In the said database, Missions across the world may upload their photos and videos of events/occasions/celebrations organized in their respective countries. These photos and videos may be used to make publicity material/videos for the Ministry.
- (e) The maintenance of database is the responsibility of service provider.

xi. **Part I: General Conditions of Contract (GCC)**

The following provisions establish the legal framework governing data protection, intellectual property rights, confidentiality and statutory compliance applicable to the Agency during the execution of the project.

Clause 1: Data Privacy and Statutory Compliance (DPDP Act 2023 and Rules)

Ministry may nominate, the Agency or any other official to act as a Data Processor on behalf of the Ministry (hereinafter referred to as the "Data Fiduciary") and shall strictly comply with the provisions of the Digital Personal Data Protection Act, 2023, and any rules, amendments or guidelines issued there under, including the DPDP Rules 2025, as applicable.

All personal data captured during the event, including but not limited to high resolution photographs, raw video footage, live stream recordings and audio recordings of identifiable individuals. shall be processed strictly for the purposes defined under this RFP and in accordance with the lawful instructions of the Ministry.

The Agency shall implement "Privacy by Design" principles, including appropriate technical and organizational safeguards to ensure the confidentiality, integrity and protection of personal data.

Upon completion of the project, the Agency shall ensure the permanent deletion of all personal data from its systems, including local storage, employee devices, and cloud storage platforms, unless otherwise instructed in writing by the Ministry.

The Agency shall submit a Data Destruction Certificate within 07 (Seven) working days of project completion confirming that all copies of personal data have been permanently erased from its systems.

Clause 2: Intellectual Property Rights and Non-Disclosure

All Intellectual Property Rights (IPR) arising out of this contract, including but not limited to copyrights, distribution rights, reproduction rights and usage rights relating to photographs, videos, raw footage, edited material and live streamed content generated during the event, shall vest exclusively and irrevocably with the Ministry from the moment of creation.

The Agency, including its employees, consultants and subcontractors, shall not use, reproduce, distribute, publish or share any event content for personal portfolios, company marketing, promotional activities or social media platforms without prior written authorization from the Ministry.

All event related materials, recordings, documentation and information shall be treated as confidential information and shall not be disclosed to any third party without the written consent of the Ministry.

Any unauthorized release or publication of raw footage, images or event related content prior to official government publication shall constitute a material breach of contract and may result in:

1. Imposition of liquidated damages
2. Termination of the contract
3. Blacklisting under the Code of Integrity for Public Procurement
4. Any other legal or administrative action deemed appropriate by the Ministry.

Part II: Technical Specifications I Special Conditions of Contract (SCC)

The following provisions define the technical requirements, cybersecurity standards and operational safeguards that the Agency must adhere to during the execution of the event.

Clause 3: Secure Live Streaming and Content Integrity

For all live streaming activities conducted on YouTube or other social media platforms, the Agency shall ensure robust account and platform security through the implementation of Multi Factor Authentication (MFA) and secure API integrations.

The Agency shall maintain strict control over platform credentials, broadcasting endpoints and administrative access to prevent unauthorized access, hijacking or tampering with live broadcast feeds. Where AI assisted processing, digital overlays or synthetic audio-visual enhancements are used in live stream content, the Agency shall ensure that such elements are appropriately identified or labeled as "Generated/Enhanced Content", wherever applicable under relevant digital media regulations.

The Agency shall maintain a dedicated technical operations team responsible for realtime monitoring and moderation of live streams.

The Agency must also demonstrate the capability to execute emergency takedown, suspension or content blocking measures within the applicable statutory timelines in the event of a security breach, unauthorized broadcast or violation of applicable platform policies or legal provisions.

Clause 4: Data Sovereignty and Storage Security

All digital assets generated under this contract, including master recordings, raw footage, edited outputs and associated metadata, shall be stored and processed on servers physically located within the geographical boundaries of India in order to ensure compliance with national data sovereignty requirements.

The Agency shall not use unauthorized third party cloud services, public file sharing platforms or external storage systems for storing or transferring government content without prior written approval from the Ministry.

All data transfers between the event site, production systems and post production facilities shall be conducted through secure encrypted channels using industry standard encryption protocols such as TLS 1.3 or higher. (latest version to be used)

The Agency shall be responsible for ensuring appropriate access controls, encryption safeguards and security monitoring mechanisms to prevent unauthorized access or data exfiltration.

Any security breach, unauthorized access or suspected data compromise shall be immediately reported to the XPD Division, Ministry of External Affairs within six (6) hours of discovery, along with relevant logs and incident details, in accordance with applicable government reporting guidelines.

Clause 5: Secure Equipment, Network Isolation and Infrastructure Security

The Agency shall ensure that all equipment, software systems, and networking infrastructure deployed for event coverage, recording, editing, and live streaming comply with recognized cybersecurity and information security standards and are free from malware, malicious software, unauthorized firmware or hidden transmission capabilities.

All equipment used for the project including cameras, switchers, encoders, storage devices, workstations, laptops, routers, wireless transmitters and streaming appliances shall be secured through appropriate access controls and shall not contain unauthorized communication modules or connectivity features that may compromise data security.

The Agency shall implement network isolation measures to ensure that production and streaming systems operate within a segregated and secure network environment.

Wherever feasible, production infrastructure shall operate on a dedicated network separated from public or unsecured networks, with controlled access enforced through firewalls or equivalent security mechanisms.

Use of unsecured public WiFi networks, open internet hotspots or unauthorized network connections for production or streaming operations shall be strictly prohibited.

All removable storage devices(pre-approved) including external hard drives, SSDs, memory cards and USB storage media shall be scanned using updated antimalware and endpoint protection solutions prior to use and maintained under controlled custody.

Unauthorized copying, duplication or external transfer of recorded content shall not be permitted.

The Ministry reserves the right to inspect, audit or verify any equipment, network configuration or digital infrastructure deployed by the Agency to ensure compliance with security requirements.

Clause 6: Malware Protection Compliance and Malware-Free Certification

The Agency shall ensure that all digital systems, devices, storage media, software tools and network infrastructure used in connection with this project are protected through upto date anti-malware, anti-virus and endpoint security solutions.

Prior to deployment at the event venue, the Agency shall conduct a comprehensive malware and vulnerability scan of all production systems, including workstations, laptops, storage devices and streaming equipment.

The Agency shall submit to the Ministry a "Malware-Free Compliance Certificate "issued by the Agency's authorized IT administrator or cybersecurity officer confirming that:

- All systems used for the project have been scanned and verified to be free from malware, spyware, ransomware and malicious code.
- All systems have updated security patches and antivirus definitions installed
- All removable media used in the project has been scanned and verified as safe for use.

The Ministry may require submission of such certification prior to the event and again upon completion of the project, if deemed necessary.

Any detection of malware, unauthorized software or compromised systems during the execution of the project shall be immediately reported to the Ministry and rectified without delay.

Failure to comply with the above cyber-security safeguards may be treated as a material breach of contract.

Clause 7: Personnel Background Verification and Access Control

The Agency shall ensure that all personnel deployed for the execution of this contract including employees, consultants, technicians, camera operators, editors, IT personnel and subcontractors are properly vetted and verified prior to deployment.

The Agency shall conduct background verification of all personnel, including identity verification and employment history checks, in accordance with applicable laws and internal security policies.

The Agency shall provide the Ministry, upon request, with a list of personnel assigned to the project along with their identification details and role descriptions prior to the commencement of the event.

Only authorized and approved personnel shall be permitted access to event venues, control rooms, broadcasting systems and data storage infrastructure.

Access shall be granted strictly based on Role Based Access Control and operational necessity.

All personnel engaged in the project shall be bound by strict confidentiality obligations, and the Agency shall ensure that appropriate Non-Disclosure Agreements (NDAs) are executed prior to their engagement.

The Agency shall promptly replace any personnel whose conduct, security clearance or professional competence is found unsatisfactory by the Ministry'.

The Ministry or its authorized security agencies shall have the right to deny, restrict or revoke access to any personnel deployed by the Agency without assigning any reason and the Agency shall comply with such directions without delay.

2. **VALIDITY OF CONTRACT:** The contract will be valid from the date of signing to **31st December 2026.**

3. In order to award the above contract, e-tenders are invited from the reputed firms who are in this field and fulfill the technical and financial terms and conditions.

4. **MINIMUM ELIGIBILITY CRITERIA**

i. The agency should be registered under the Indian Partnership Act, 1932 for work contract tax. Copies of the valid Registrations/Incorporation Certificates, PAN/TIN No., GST No., Agency profile and details as per proforma (**Annexure I**) should be attached.

ii. The agency should have a *minimum five years'* **[4 (Four) years in case of SME's/ MSME's/ MSE's/ Startups]** independent legal existence and experience in covering high-level events preferably organized by Government agencies. The agency should have similar work experience in at least five cities in the country (Work Orders/necessary documents for this must be provided). The firm should have worked for national or international media organizations and must have full time video and multimedia journalists on its rolls in the last *five* years. The full list of staff, including list of minders, photographers, videographers, video/ photo editors,

Coordinators, managerial staff must be provided as per **Annexure III** as part of technical bid documents.

iii. The agency should furnish duly notarized copies of award of contract/work order along with duly notarized certificate of satisfactory performance from different Government Ministries/Department, with whom they had/have contract *of at-least five years*.

iv. The agency should submit a duly notarized certificate that it has not been blacklisted from any Government Ministry/Department/PSUs organization or any private organization of repute.

v. The agency should have a minimum annual turnover of Rs. 08 crore during the last three financial years and should not have incurred losses in the last three financial years. Copies

(duly notarized) of Audited Balance Sheets, Profit & Loss Statement and Income Tax Return for the last three financial years must be submitted.

vi. The agency should submit a duly notarized certificate that information given by them is correct and they will abide by the decision of the MEA and other relevant Ministries.

5. ESTIMATED BID VALUE: Rs. 2,00,00,000 (Rs. Two Crore only)

Estimated Bid value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the eligibility criteria related to turnover, past performance and project/past experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted price which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received on bid process.

Bid Validity: The bid shall remain valid for a period of 90 days from date of submission of bid.

6. PRE-BID MEETING: Pre-bid meeting will be held at Conference Hall (Room No. 152B), XPD Division, Ministry of External Affairs, 'A' Wing, Shastri Bhawan, New Delhi on 27 March, 2026 (Friday).

7. SUBMISSION OF BIDS

Bidder should go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. The proposal/bids should be uploaded in separate two parts –

i. Technical Bid: to be uploaded in the format as given in **Annexure I**. The documents required to be included in Technical Bid, as given in Annexure I and elsewhere in the tender document, should be scanned and attached to the Technical Bid.

ii. Financial Bid: The bidder must submit their financial bid in the prescribed format of this tender document and no other format is acceptable. The bidders are strictly advised to refrain from quoting unrealistic prices, at which they may not make supplies later. The financial bid

shall be in the form of total amount, for covering various events and live streaming on YouTube Channel and other social media platforms.

8. EVALUATION OF BIDS:

(A) Technical evaluation

1. Only the agencies who fulfill the **Minimum Eligibility Criteria** and upload the documents as mentioned in Annexure I shall be eligible for technical evaluation. *Such agencies shall be required to present a **Technical Presentation showcasing their skills and details as laid down at Para 1, 2, 3 & 4 in table below :***

2. Technical Evaluation Criteria

Sl. No.	Requirement	Score (Out of 100 marks)
1.	<i>No. of National/ International/ Conferences/ Seminars/ Symposium/Conclaves covered by the agency. Proof to be demonstrated during presentation</i>	15 marks 1 mark per event subject to a maximum of 10 for National events and 5 for International events
2.	The agency should have undertaken high quality (~4K or equivalent) event photography and videography for large scale events. Five samples of short videos (around 2-5 minutes) of different events to be provided/presented through URL of video or file sharing website/server, which will be evaluated for their quality of storytelling and video-editing (<i>Substantiating work order/necessary documents must be attached</i>).	25 marks based on quality as per presentation (5 marks per video)
3.	The agency should have bench strength of qualified and experienced staff. Full list of staff, including list of minders, photographers, videographers, video editors, and managerial staff must be provided as part of technical bids documents, as per Annexure III . <i>Agency must provide the no. of teams (please refer Para ix in scope of work for composition) available to work with MEA.</i>	20 marks As per Annex.III and presentation 1 team = 4 2 teams = 8 3 teams = 12 4 teams = 16 5 teams = 20

<p>4.</p>	<p>The firm should have latest software and equipment with accessories, editing suite with FTP facility, lease line connectivity, storage and streaming server. The firm should have the latest equipment for photography and videography and for real-time transmission of content, including cameras with inbuilt wifi/4G technologies and LiveU Machines with sufficient number of data transmission devices. List of equipment available with the firm for its role has to be submitted in a separate note. (Clear proof of ownership/ possession/ subscription of the hardware/ software must be demonstrated during the presentation)</p>	<p>25 marks</p> <p>Equipment for:</p> <p>Photography/ Videography = 5 Transmission = 5 Storage Server = 05 Editing suite = 5</p> <p>Usage of AI Tools/Software in content creation = 05</p>
<p>5.</p>	<p>The agency should have minimum annual turnover of Rs. 08 Crore during the last three financial years and should not have incurred losses in the last three years. Copies of Audited Balance Sheets, Profit & Loss Statement and Income Tax Return for the last three financial years must be submitted. Marks will be assigned on the basis of average annual turnover for the last three financial years.</p>	<p>15 marks based on average annual turnover</p> <p>Except SMEs and Startups: 08 – 15 Cr = 10 marks 15 – 20 Cr = 12 marks > 20 Cr = 15 marks</p> <p>For SMEs and Startups: 0.70 Cr – 05 Cr = 10 marks 5 Cr – 10 Cr = 12 marks 10 Cr – 15 Cr = 15 marks</p>

Technical Presentation by the prospective bidder will also include a brief background of their experience in the field, brief details of their resources viz. equipment and personnel and brief description of how they propose to handle the work if awarded, and any other relevant matter. Man-power deployment planning, work implementation planning, technical capacity and multiple resolution formats available with the bidder needs to be included.

3. The minimum qualifying score shall be 70 out of 100 marks.

(B) Financial round:

1. Only the agencies which qualify the Technical evaluation round, will be eligible to participate in the financial bidding round. The date, time and venue for opening of the Financial Bid will be intimated on a later date.

2. The bidder/agency applying should quote their ‘total amount’ (**inclusive of applicable taxes**) for the complete scope of work.

S.No.	Name of the work	Rate in Rupees (inclusive taxes)
1.	Total amount for whole contract period (inclusive of all taxes) for covering various event of the Multilateral Summits and international events and live streaming on MEA and relevant Ministries YouTube Channel.	Rs. ----- (in figures) ----- (in words)

3. No change in financial bids is allowed after the last date of submission of tender documents.

4. After evaluation of financial bids, the bidder will be awarded the contract as per **Quality and Cost Based Selection (QCBS) System**.

(C) SELECTION CRITERIA:

QCBS method shall be adopted with weightage of 70% for technical proposal and 30% for the financial proposal.

- **Technical Bid Score:** The Technical Bid Score ‘ S_t ’ of the Bidder shall be derived as under

$$S_t = (S_{tm} / S_H * 100), \text{ where}$$

S_t is the Technical Bid Score

S_{tm} = Total technical bid marks of the bidder under consideration

S_H = Highest Total Technical bid marks amongst all evaluated bids.

- **Financial Bid Score:** The bidder/agency applying will quote their ‘total amount’ (F) (exclusive of applicable taxes). The Financial Bid Score ‘ S_f ’ of the Bidder shall be derived as under $S_f = (F_L / F * 100)$, where

S_f is the Financial Score

F_L is the value of the lowest Commercial Bid

F is the price quoted in the bid under consideration.

- The Total score of the Bidder will be determined as under

$$\text{Total Score, } T_s = (0.7 \times S_t) + (0.3 \times S_f)$$

The bid of the bidder, who obtains the highest T_s value, will be rated as the Most Responsive Bid. In the event of the same T_s score of bidders, the bid with the highest technical score (S_t) will be rated as the most responsive bid. Beyond that, Bid Evaluation Committee will decide the matter in its full discretion.

9. AWARD OF WORK: The tender will be awarded to the Most Responsive Bidder, having highest composite score.

10. REJECTION OF BIDS: The Ministry reserves the right to accept or reject any or all proposals without assigning any reasons. No tenders/bidders shall have any cause or claim against the Ministry for rejection of their proposal. Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Failure to furnish all the required information may result in rejection of the bid.

11. EARNEST MONEY DEPOSIT: A bidder is required to submit Earnest Money Deposit (EMD) of Rs. 4,00,000/- (2% of the estimated tender value i.e. Rupees Four Lakh only) in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (including e-Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form, safeguarding the purchaser's interest in all respects, valid for a period of 45-days beyond the final bid validity period, in favour of Pay and Accounts Officer, Ministry of External Affairs payable at New Delhi.

The bid security of unsuccessful bidders at each stage will be returned to them within 30 days after the completion of process at that particular stage. Earnest Money Deposit with MEA for the purpose of tender will earn no interest.

N.B.: Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department are exempted from EMD submission [Subject to production of required MSE certification].

The original hard copy of Earnest Money Deposit (EMD) of Rs. 4,00,000/- (Rupees Four Lakh only) in favour of "Pay & Account Officer, Ministry of External Affairs" is also required to be submitted in a sealed envelope super-scribed "Tender for hiring of an agency for event coverage and live streaming of Multilateral Summits and international events", on or before the closing date and time of e-submission of online bids to Officer on Special Duty (Press Relations), Room No. 140, A Wing, XPD Division, Shastri Bhawan, failing which the bids will not be considered; If exemption from EMD is applicable to any bidder then documents supporting exemption from such payment must be submitted in hard copy.

12. FORFEITURE OF EMD: Bid Security submitted by the bidder shall be forfeited, if the bidder:

- Withdraws or modify or impairs or derogates from the bid in any respect within the period of validity of its bid; or

- If it comes to notice that the information / documents furnished in its bid is false, misleading or forged; or
- fails to furnish requisite performance security within stipulated time required.”

13. BID OPENING: The bids will be opened in Room No. 146, A Wing, XPD Division, Shastri Bhawan, in the presence of those interested bidders who may desire to be present at that time. The Technical Bid will be opened first. Proposals received will be examined by a Technical Committee; Technical Committee will call for a presentation by the prospective bidders. Only those firms, which fulfill the technical terms and conditions, will be eligible for opening of financial bid.

14. PERFORMANCE BANK GUARANTEE: The successful bidder shall provide a Performance Bank Guarantee (PBG), for his due and faithful performance of the contract, for a sum equivalent to 3% of the total tendered amount in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form, safeguarding the purchasers' interest in all respect in favour of "Pay and Accounts Officer, Ministry of External Affairs, New Delhi Payable at New Delhi" before issuance of work order from the MEA and relevant Ministries or signing the Agreement. The Performance Guarantee should be valid upto the date of expiry of the contract period plus 60 days. After recording of the completion certificate for the all works by the MEA and relevant Ministries, the performance guarantee shall be returned to the bidder, without any interest.

15. OTHER TERMS AND CONDITIONS

i. Lead responsibility of implementation and quality of delivery will be of agency hired for the work. Selected agency is allowed to outsource but not more than 30% of work. Notwithstanding, outsourcing shall not be allowed for critical component of work. However, selected agency has copyright of outsourced agencies for getting videos of cities in other states where international events related to Multilateral Summits will be conducted.

ii. The agency should provide technical support at all times for maintenance of the MEA and relevant Ministries YouTube Channel and for live streaming on other social media platforms of MEA and relevant Ministries and coordinate with website maintenance vendor for setting up of webcast.

iii. The firm should have latest equipment with accessories, editing suite with FTP facility, lease line connectivity, storage and streaming server. The firm should also have the latest equipment for photography, videography, videography of social media content for reels and for real-time transmission of content, including cameras with inbuilt wifi/4G/5G technologies and Live Machines with sufficient number data transmission devices and data pack. List of equipment available with the firm for its role has to be submitted in a separate note.

iv. The firm will set up and maintain an audiovisual database with archive management and hand over the archives to MEA and relevant Ministries. MEA will have the Intellectual Property Rights (IPR) over this archive. The firm will provide and maintain server, backup, storage and recovery of MEA and relevant Ministries videos and photographs for a minimum period of 90

days. After the expiry of 90 days of the event, the videos and photographs may be suitably stored index-wise in Hard Disk Drive and submitted to the MEA.

v. The bidder/agency shall bear all costs associated with the preparation and submission of its bids and the MEA will in no way be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. It is also clarified that no binding relationship will exist between any of the bidders and the MEA until execution of a contractual agreement.

vi. The bidder/agency is expected to go through all instructions, statements, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not responsive to the bidding documents in every respect will be at the bidder's risk and may result in rejection of the bid.

vii. Any notice by one party to the other pursuant to the Contract shall be sent by fax/e-mail/letter and confirmed in writing to the address specified for that purpose in the Contract.

viii. No consideration will be given to a bid received after the stipulated date and time. However, MEA reserves the right to extend the last date and time for submission of the bids at its own discretion.

ix. No consideration will be given to Joint Ventures/ Consortium.

x. To assist in Technical Evaluation, the MEA reserves the right to call for any clarification from any/all bidder/agency during the evaluation of the bids. Such clarification should be submitted only in writing. However, no other correspondence on bids will be entertained.

xi. No price/rate variation/adjustment or any other escalation will be entertained, after submission of bid and during currency of contract.

xii. Overwriting/corrections in the financial bid are not permitted and any such overwriting in commercial bid will lead to its rejection.

xiii. Participation in this bid will imply that the bidder has accepted all the terms and conditions and subsequent modifications, if any, of this bid document. The agency should submit a duly notarised certificate that it has read and noted all the Terms & Conditions of this bid document and unconditionally accept the same.

xiv. The MEA will have the sole proprietary rights over the contents of the events assigned to the agency through this contract.

xv. In all matters related to dispute relating to this tender, the decision of the MEA will be final and binding upon the firm/agency.

xvi. Substitution of Key Personnel during execution of consultancy contract:

Quality in consultancy contracts is largely dependent upon deployment and performance of key personnel, during execution of the contract.

Substitution of key personnel can be allowed in compelling or unavoidable situations only and the substitute shall be of equivalent or higher credentials. Such substitution may ordinarily be limited to not more than 30% of total key personnel, subject to equally, or better, qualified and experienced personnel being provided to the satisfaction of the procuring entity.

Replacement of first 10% of key personnel will be subject to reduction of remuneration. The remuneration is to be reduced, say, by 5% of the remuneration which would have been paid to the original personnel, from the date of the replacement till completion of contract.

In case of the next 10% replacement, the reduction in remuneration may be equal to (say) 10% (ten per cent) and for the third 10% replacement such reduction may be equal to (say) 15% (fifteen per cent). In case such percentages are not relevant, or for some other practical considerations, for a particular contract, the procuring entity may formulate a suitable mechanism following the above logic, which should be specified in the tender documents.

Public authorities may make use of IT enabled systems at the designated place of deployment to ensure presence of key personnel as per the schedule of deployment.

16. PAYMENT TERMS:

- The payment shall be made on monthly basis upon production of bills/ invoices. The agency to whom the work has been awarded the contract, shall submit the bills on GeM portal within a week of the subsequent month.
- Agencies, which submit the bid, are advised to ensure that the prices/ rates quoted are all inclusive, including manpower support and complete scope of work as per Request for Proposal (RFP) for the execution and continuous monitoring of the project during the Contract period. No deviation in any of the conditions is allowed during the project period. No increase in prices would be allowed during the contract period.
- In the event of lowering of government levies after the finalization of the contract, the selected bidder shall automatically pass on the benefits to MEA; and in the event of increasing of government levies after the finalization of the agreement, MEA shall consider the case on merit and the pro-rata benefits to the selected bidder may be conserved if full reference with documentary evidence is submitted.

PAYMENT UPON TERMINATION: In case of the termination of the Contract, MEA shall pay the selected bidder for that part of the Services which have been authorized by MEA and satisfactorily performed by the selected bidder upto the date of termination. Without prejudice any other rights, MEA may retain such amounts from the payment due and payable by MEA to the selected bidder as may be required to offset any losses caused to MEA because of any act/omissions of the selected bidder.

17. PENALTY CLAUSE/LIQUIDATED DAMAGES

- i. If at any future point of time it is found that the bidder has made a statement which is factually incorrect or if the bidder does not fulfill any of the contractual obligations, the MEA may take a decision to cancel the contract with immediate effect, forfeit the Performance Security deposited by the bidder and/or debar the bidder from bidding prospectively for a period to be decided by the MEA and take any other action as deemed necessary. The penalty with respect to its time period shall be quantified by the MEA at its own discretion/satisfaction.
- ii. Agencies applying for this tender will submit a duly notarised certificate that the information submitted by them is correct and they will abide by the decision of the MEA. A certificate to this effect must be submitted as part of the Technical Bid documents.

iii. Notwithstanding any of the provisions mentioned above, for rates and other conditions, in case of any disagreement etc., decision of the MEA will be final and binding on all bidders participating in this bid.

iv. In the event of delayed or unsatisfactory services, by the Bidder, the Ministry may charge penalty as below:

Sl. No.	Item	Penalty
1.	Live streaming, transmission/ editing of photographs/videos as per Ministry's timelines mentioned in the RFP.	For delay beyond the timeline Upto 1 hr = Rs. 5,000/- > 1 to 2 hr = Rs. 10,000/- > 2 to 3 hr = Rs. 20,000/- > 3 to 5 hr = Rs. 50,000/- > 5 hrs = Rs. 75,000/-
2.	Team must reach at the venue in advance and not later than 1 hour before the start of event.	For lapses: 1 st Instance : Rs. 10,000/- 2 nd Instance : Rs. 25,000/- 3 rd Instance : Rs. 50,000/- Subsequently for every instance: Rs. 75,000/-
3.	Equipments required for coverage must function properly.	For lapses: 1 st Instance : Rs. 10,000/- 2 nd Instance : Rs. 25,000/- 3 rd Instance : Rs. 50,000/- Subsequently for every instance: Rs. 75,000/-
4.	Photos/Videos must be at per requisite quality mentioned in RFP.	For lapses: 1 st Instance : Rs. 10,000/- 2 nd Instance : Rs. 25,000/- 3 rd Instance : Rs. 50,000/- Subsequently for every instance: Rs. 75,000/-

18. Indemnification:

- i. The Agency shall indemnify the Ministry for an amount not exceeding 3 (three) times the value of the Contract for any direct loss or damage that is caused due to any deficiency in services provided by the Agency pursuant to the Contract.
- ii. The Agency shall defend and indemnify the Ministry, its officers and employees from and against any damages to real or tangible personal property and/or bodily injury to persons, including death, resulting from its or its employees' negligence or willful misconduct.

19. PRE-INTEGRITY PACT CLAUSE: An "Integrity Pact" would be signed between MEA and the successful company/ bidder. This is a binding agreement between the MEA and the Company for specific contracts in which the MEA promises that it will not accept bribes during the procurement and services process and bidder promise that they will not offer bribes. Under this Pact, the Bidders for specific services or contracts agree with the MEA to carry out the procurement and services in a specified manner. Elements of the Pact are as follows:-

- i. A pact (contract) between the Ministry of External Affairs (Principal) and the selected Bidder for this specific activity;
- ii. An undertaking by the Principal that its officials will not demand or accept any bribes, gifts etc., with appropriate disciplinary or criminal sanctions in case of violation;
- iii. A statement by selected Bidder that it has not paid, and will not pay, any bribes;
- iv. An undertaking by selected Bidder to disclose all payments made in connection with the contract in question to anybody (including agents and other middlemen as well as family members, etc. of officials); the disclosure would be made either at the time of signing of contract or upon demand of the Principal, especially when a suspicion of a violation by that selected bidder/ contractor emerges;
- v. The explicit acceptance by selected Bidder that the no-bribery commitment and the disclosure obligation as well as the attendant sanctions remain in force for the winning Bidder until the contract has been fully executed.
- vi. Undertaking on behalf of a selected Bidding company will be made "in the name for and on behalf of the company's Chief Executive Officer".
- vii. The following set of sanctions shall be enforced for any violation by the Bidder of its commitments or undertaking:
 - Denial or loss of contracts;
 - Forfeiture of the bid security and performance bond;
 - Liability for damages to the MEA and the competing Bidders; and
 - Debarment of the violator by the MEA for an appropriate period of time.
- viii. Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behaviors and compliance programme for the implementation of the code of conduct throughout the company.

20. SETTLEMENT OF DISPUTES AND ARBITRATION: All disputes, differences and questions arising out of or in any way touching or concerning the contract or the subject matter thereof or the representative's rights, duties or liability of the parties shall be referred to the sole

arbitration under the Arbitration and Conciliation Act 1996, the Arbitration and Conciliation (Amendment) Act 2015 and the Mediation Act, 2023 as amended up to date.

21. NON-DISCLOSURE AND CONFIDENTIALITY

i. The selected bidder and their personnel shall hold in confidence and will 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 MEA and relevant Ministries or its clients to any third party, except to employees and approved subcontractors having a need to know, without the prior written consent of MEA or relevant Ministries.

ii. The selected bidder will ensure that no information about the software/ hardware/policies of MEA or relevant Ministries and meetings is taken out in any form including electronic form or otherwise, by the manpower posted by them.

iii. Additionally, the selected bidders shall keep confidential all the proprietary details and information regarding the event.

iv. The bidder shall not use Proprietary information for any purpose other than responding to this RFP. For the purpose of defining, the term "Proprietary Information" means:-

- Any information of MEA or relevant Ministries which is not openly communicated or accessible to third parties, whether or not marked or identified as confidential, related technical data and knowhow, financial information, pricing, terms of sale, products, processes, plans, personnel, research and development projects or other aspects of the business of MEA until such information shall have ceased to be proprietary as evidenced by general public availability and knowledge.
- Information of a third party as to which MEA has no obligation.
- Information produced by agency in the course of performing the services. All tangible proprietary information in Company possession or control shall be promptly returned to MEA or destroyed on request or upon termination of this RFP, whichever occurs first.

v. The bidder is required to use reasonable care to protect the confidentiality of all such data.

vi. For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:

- Information already available in the public domain.
- Information received from a third party who had the right to disclose the aforesaid information
- Information disclosed to the public pursuant to a court order

vii. MEA shall retain all rights to prevent, stop and, if required, take the necessary punitive action against the selected bidder regarding any forbidden disclosure.

viii. The bidder shall not use International Summits or MEA logos, images, or any data or results arising from the contract without first obtaining the prior written consent of MEA.

22. DISQUALIFICATION OF BIDS

Bidders who do not unconditionally accept the Tender conditions or who do not fulfill the pre-qualification requirement and other conditions enumerated in this tender document, shall not be considered for the work and their bids shall be summarily rejected.

23. GOVERNING LAWS AND JURISDICTION

This shall be construed and governed by the laws of India, and the parties hereby submit to the exclusive jurisdiction of the Delhi court of law.

24. OBSERVANCE OF THE LAW

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the Agreement. In addition, the Contractor shall maintain compliance with all obligations & instructions relating to its registration as a qualified vendor to provide services to the MEA and relevant Ministries.

Closure of Contract: While making the final payment and before releasing the PBG, a “no claim certificate” may be submitted by the contractor as per the format given in the Annexure 21 of Manual for Procurement of Services, 2017.

25. FORCE MAJEURE

1. In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the affected party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract.

2. The affected Party shall also notify the other party of any other changes in condition or the occurrence of any event which; interferes or threatens to interfere with its performance of the Contract. On receipt of the notice or notices required here under, the Party not affected by the occurrence of a cause constituting force majeure shall take such action as it reasonably considers being appropriate or necessary in the circumstances, including granting the affected Party of a reasonable extension of time in which to perform any obligations under the Contract.

3. If the contractor is rendered unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, the MEA shall have the right to suspend or terminate the Contract on the same terms and conditions with immediate effect. In any case, the MEA shall be entitled to consider the Contractor permanently unable to perform its obligations under the Contract in case the Contractor is unable to perform its obligations, wholly or in part, by reason of force majeure.

4. Force majeure as used here in means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, provided that such acts arise from causes beyond the control and without the fault or negligence of the Contractor.

26. CONTACT DETAILS

For any query in regard to tender conditions, the bidder can contact Sh. Ashish Dabas, PO (XPT), Email: poxpt@meaindia.in, Telephone number: 011 23782678.

27. INSTRUCTIONS FOR ONLINE BID SUBMISSION

i. **Submission of Proposals:** The proposal must be submitted online on GEM Portal (<https://gem.gov.in>). Duly signed documents relating to this proposal must be submitted online.

ii. **Preparation of Bids:**

- Bidder should take into account any corrigendum published on the tender documents before submitting their bids.
- Bidder should go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Bidder should note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

28. ASSISTANCE TO BIDDERS:

i. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority or the relevant contact person indicated in the tender.

ii. Any queries relating to the process of online bid submission or queries relating to Gem Portal in general may be directed to GeM Portal Helpdesk. The contact number for the helpdesk 1800 419 3436.

Annexure I

Sl. No.	Documents	File type
1.	Earnest Money Deposit (EMD) of Rs. 4,00,000/- (Rupees Four Lakh only) to be submitted as per RFP. Scanned copy of the payment to be uploaded. If exemption from EMD is applicable to any bidder then documents supporting exemption from such payment must be submitted in hard copy and scanned copies are to be uploaded.	.pdf
2.	Copies of registration/incorporation certificate in case of proprietorships/companies.	.pdf
3.	Copy of PAN & GST number as applicable.	.pdf
4.	Copy of ITR returns for the last three F.Y. years.	.pdf
5.	Copy of Latest Sales Tax/VAT/GST Clearance Certificate or copy of latest tax deposit challan.	.pdf
6.	A list of their owners/partners/directors etc. of the agency	.pdf
7.	Copy of Certificate to the effect that the firm is neither blacklisted by any Govt. Department nor any Criminal Case is registered against the firm or its owner or partners anywhere in India.	.pdf
8.	Copies of award of contracts/work orders from Central Ministries/ Departments/private organizations of repute	.pdf
9.	Copy of an audited statement of account of the agency and relevant documents in support of Annual Turn-over. (turnover figures must be highlighted): Proof of Annual turnover of each of the last three financial years.	.pdf
10.	Name and contact information of agency's representative	.pdf
11.	Names and contact list of Photographers/videographers/video editors/graphic artists/photo editors etc. along with their details including qualification and work experience.	.pdf
12.	List of equipment as detailed in Prequalification/Evaluation criteria	.pdf
13.	Certificate that agency accepts and abides by all terms and conditions unconditionally	.pdf
14.	Certificate that all information submitted is true and agency shall abide by decision of the MEA	.pdf

Technical Bid

PROFORMA

-
1. Name and address of Applicant :
 2. Telephone No. / Telex No./ Fax No./ E-mail :
 3. Legal status of the Applicant (attach copies of original document defining the legal status)
 - a. A Proprietary Firm
 - b. A Partnership Firm
 - c. A Limited Company or Corporation
 4. Particulars of registration with various Government bodies (attach attested photocopy)

S.No.	Organization / place of registration	Registration No.
i.	Registrar of Companies/ Firms	
ii.	Sales Tax Department	
iii.	Government Organisations	
iv.	GST	
v.	Any other agency	

5. Name and Titles of Directors and officers with designation, to be concerned with this work.
6. Designation of individuals authorized to act for the organization.
7. Was the Applicant ever required to suspend work for a period of more than three months continuously after you commenced the execution of work? If so, give the name of the project and reason for not completing the work.
8. Has the Applicant ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment
9. Has the Applicant ever been debarred/ black listed for tendering in any organisation at any time? If so, give details.
10. Has the Applicant ever been convicted by a court of law? If so give details.
11. Any other information considered necessary but not included above.
12. Annual Turnover for the last three financial years.
13. Five samples of event photography and videography undertaken over the last 3 years – working URLs for video sharing application (YouTube, dailymotion etc) or file sharing portal (dropbox/google drive etc) to be provided.

Contractor's Signature

Annexure III

Man-Power Planning

No. of Teams (please refer Para ix in scope of work for composition) available to work with 'Ministry of External Affairs' =

Name	Designation (eg. Minder, Photographer, Videographer, Video editor)	Qualification	Experience