



Indian Sign Language Research and Training Centre (ISLRTC)
Department of Empowerment of Persons with Disabilities, Divyangjan
Ministry of Social Justice & Empowerment, Govt. of India
Module no. 403-406, 4th Floor, NSIC Business Park,
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Date: 18th November 2025

**NOTICE FOR INVITING QUOTATION FOR DEVELOPMENT OF CONCEPT BASED
EDUCATIONAL VIDEOS IN INDIAN SIGN LANGUAGE**

Indian Sign Language Research and Training Centre (ISLRTC), New Delhi an Autonomous body under “Department of Empowerment of Persons with Disabilities (DEPwD), Ministry of Social Justice and Empowerment (MSJ&E), Govt. of India. The Centre invites quotation for Development of Concept Based Educational Videos in Indian Sign Language. The details of the requirement and the tender document can be downloaded from the website of ISLRTC (www.islrtnic.in), i.e. <https://islrtnic.in/tender/>.

Director

REQUEST FOR PROPOSAL (RFP) FOR
“DEVELOPMENT OF CONCEPT BASED EDUCATIONAL
VIDEOS IN INDIAN SIGN LANGUAGE”

FOR

INDIAN SIGN LANGUAGE RESEARCH AND TRAINING
CENTRE
(ISLRTC)



Module No. 403-406, 4th Floor, NSIC Business Park,
Okhla Industrial Estate, New Delhi-110020

1. INTRODUCTION:-

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

2. INSTRUCTIONS TO BIDDERS:-

- a) ISLRTC invites proposals from eligible agencies for “DEVELOPMENT OF CONCEPT BASED EDUCATIONAL VIDEOS IN INDIAN SIGN LANGUAGE”. Bids in **two separate sealed covers (1. Technical Bid 2. Financial Bid)** are invited from agencies meeting the pre-qualifying requirement and for the scope of work as per below mentioned paragraphs. The bidders may note the following points in this regard.
- b) Interested Agencies may download the RFP document from <https://islrtc.nic.in/#tender>
- c) The Technical bid & Financial bid in original are to be sent to “Director, Indian Sign Language Research and Training Centre, Module No. 403-406, 4th Floor, NSIC Business Park, Okhla Industrial Estate, New Delhi-110020” within the prescribed date and time.
- d) ISLRTC reserves the right to reject any or all the proposals in whole or part without assigning any reasons. The Director, ISLRTC reserves the right to amend or modify any terms and conditions of the RFP.
- e) BID VALIDITY: 180 days after closing of the tender.
- f) Queries regarding RFP, if any, should be addressed to “The Director, Indian Sign Language Research and Training Centre” and are to be sent strictly by email at islrtcnewdelhi@gmail.com with a subject line “Query for Development of Concept Based Educational Videos in ISL”. In person queries shall not be entertained. The last date for submitting queries is 28th November 2025 & no queries shall be entertained thereafter.
- g) TENDER FEE: The Tender Fee of Rs.1,000/- (Rupees One Thousand only) through SBI E-collect (<https://www.onlinesbi.sbi/sbicollect/collecthome.htm?corpID=3081558>) and the receipt is to be submitted along with the tender document. Proposals not accompanied by Tender Fees receipt shall be rejected as ineligible and shall not be considered for further evaluation. The Tender fees shall be nonrefundable. The fee is exempted for MSME if the firm is registered under the MSME category and possesses valid registration under the relevant NIC code specifically covering the activity of conversion of textbooks into Indian Sign Language.

h) IMPORTANT DATES: -

Date of issue of RFP	18 th November 2025
Last date and time of submission of bid document	08 th December 2025
Pre-bid meeting date & time	01 st December 2025 in hybrid mode. Online meeting link, venue of physical meeting, and other details will be shared in due course.

Technical bid opening date	To be informed later
Date of technical presentation	To be informed later
Financial bid opening date	To be informed later

3. ELIGIBILITY CRITERIA:

Bidders who fulfill the following requirements shall be eligible to apply.

Sl. No.	Eligibility Criteria	Supporting Document
i.	The bidder must be a registered legal entity in India, in existence from at least 2 years from the date of publishing of the request for RFP. It should have a registered office in India.	a) Address of the office of bidder on letter head and document(s) evidencing existence of this office. b) PAN c) GST registration d) Audited statement of accounts / ITR for the last 02 years (2022-23 and 2023-24)
ii.	<u>Academic & ISL Expertise</u> With reference to the below mentioned scope of the work, the agency should have existing required expertise for the production of concept bases videos. a) Deaf Signer – Certified in ISL A/B/C Level or DTISL or D.Ed or D.Ed/B.Ed/M.Ed Special Education (HI) or any certificate/diploma/degree in education related course with excellent ISL skills. b) ISL Interpreter – Certified in ISL A/B/C Level or DISLI from RCI approved institute or D.Ed or D.Ed/B.Ed/M.Ed Special Education (HI) or any certificate/diploma/degree in education related course with excellent ISL skills. c) Academic support – Subject area experts with	a) The details of employees should include the following information in tabular format: 1) Name of the employee 2) Level/ Designation 3) Educational Qualifications 4) ISL certification 5) Total experience (in years) 6) Details of experience b) Self-attested copies of educational certificates, ISL certification, disability certificates and work experience certificates should be submitted. c) Proof of employment - Salary slips of the latest (or last month's) salary slip of the employees listed, or a declaration on the agency's letterhead attesting that the said employees are engaged by the agency for all categories of employees listed in (a) above OR declaration on letterhead of the agency attesting that the said employees are engaged by the agency. d) In case the agency does not have existing

	educational qualification in the required areas. d) Special Education (HI) expert - Special education expert in the field of hearing impairment with RCI certified B.Ed or M.Ed in Special Education (Hearing Impairment). Note: a. In case the agency does not have the existing expertise, it should have identified the required expertise and should be willing to engage them. b. The core team should consist of Deaf signer, ISL interpreter and special education expert. The academic support / subject area experts may be engaged as consultants / resource persons to help ensure concept accuracy.	expertise, a declaration or consent letter signed by the identified individuals planned to be engaged on full-time or as consultants/resource persons should be submitted as proof.
iii.	<u>Video production</u> a) Video editor (at least 1 Deaf video editor) b) Existing studio space and video recording equipment	a) The details of video editors should include the following information in tabular format: 1) Name of the employee 2) Technical Qualifications 3) Total experience (in years) 4) Details of experience b) Self-attested copies of relevant technical qualifications, disability certificates, and work experience certificates of the video editor as given in (a) above should be submitted. c) Proof of employment - Salary slips of the latest (or last month's) salary slip of the employees listed, or a declaration on the agency's letterhead attesting that the said employees are engaged by the agency for all categories of employees listed in (a) above OR declaration on letterhead of the agency attesting that the said employees are engaged by the agency.

		d) Self attested copies of photos of the studio space and video recording equipment																
iv.	<u>Experience</u> The Agency should have experience in developing ISL video content as per the scope of work outlined in the RFP or having similar experience in development of AV contents in ISL.	a) Proof of <i>ISL multimedia content</i> meeting the requirement of RFP to be given either as online links to the videos, or pen drive/DVD containing the videos to be submitted with the bid document. The total duration of the videos submitted should be at least 01 hour. b) The details of each video should be provided as follows: <table><tr><th>S.No.</th><th>Title of the video</th><th>Online link of the video</th><th>Duration of the video (in minutes)</th></tr><tr><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td></tr></table> c) A summary of the videos should be given as follows. 1) Total number of videos - _____ 2) Total duration of all videos combined (in minutes/hours) - _____ The term <i>ISL multimedia content</i> above refers to videos (news, training material, educational videos, etc.) that have ISL content targeted at deaf, with graphics, subtitles and audio. d) Where relevant, attach certified documentary proof of work orders / contract document in support of nature of job undertaken / videos developed. Note: The Technical Evaluation Committee shall assess & evaluate the nature & content of the videos developed and jobs undertaken at the time of technical presentation.	S.No.	Title of the video	Online link of the video	Duration of the video (in minutes)												
S.No.	Title of the video	Online link of the video	Duration of the video (in minutes)															

NOTE:

- a) Bids of firms not conforming to the eligibility criteria listed above will be rejected.
- b) Submission of forged /fake documents will also result in rejection of the bid.

- c) A duly constituted committee shall scrutinize the proposal for confirming the eligibility. Subsequently a Technical Presentation shall be called for from only the eligible parties. The date & time for the same shall be intimated later.
- d) Bidders may also submit details of any awards & appreciations in last three years. However, this is not a qualification criterion.

4. SCOPE OF WORK:-

ISLRTC intends to engage agencies for “Development of Concept Based Educational Videos in Indian Sign Language”, for the purpose of providing reference educational content in ISL to students with hearing disabilities. The content target is as follows.

- (i) Classes: IX to XII
- (ii) The topics for the videos are to be based on the CBSE curriculum for classes 9 to 12 and the corresponding NCERT textbooks. The CBSE curriculum and NCERT textbooks as given at the below link should be the primary source for the planning of topics and concepts.
https://drive.google.com/drive/folders/1FgwIHp67byVk_XqdC9cbRMfEcBc8VHUN?usp=drive_link Additional content by state governments or private publishers may also be referred to as secondary sources for the concept based videos.
- (iii) The total content to be recorded has been divided into 12 sets. The details of the sets with the subjects, minimum number of videos for each set and minimum learning hours for each set are given below at “Annexure A”
- (iv) Each video duration should be between 5 to 25 minutes.
- (v) The videos will contain explanations of concepts based on content of school textbooks.
- (vi) The ISL videos will be published on ISLRTC’s website and social media channels and any other government platform as deemed necessary. The videos will also be broadcast on the PM E-Vidya Channel No. 31 dedicated to ISL.

Sample videos can be seen at these links:

- <https://youtu.be/DanT5ADUhsE?si=5lPqLah3cLzpoPeo>
- https://youtu.be/DxR6Ou6_wHQ?si=F1YIJMw9lZU9kzm
- https://youtu.be/HS0P8hTjOhE?si=jzpM0UN1OmT_lQTV

The scope of work shall thus include the following:

- a) Syllabus mapping and selection of concepts based on CBSE syllabus and NCERT textbooks of classes IX to XII for which videos need to be developed, in coordination with ISLRTC.
- b) Preparing a script/lesson plan of the video content including the ISL content, audio, subtitles, graphics, check your understanding questions, etc.
- c) The ISL content should include the definition and explanation of the concept or related concepts, examples, applications in daily life, and connections with other

concepts where required. There should also be short questions at intervals in the video for the student to check their understanding.

- d) The video and content design should be aligned with the visual and learning needs of deaf students, and incorporate strategies and methods for the development of bilingual knowledge (ISL and a written language).
- e) The signs used for the concepts should be based on ISLRTC's ISL Dictionary.
- f) Video-recording the ISL content and editing of the video.
- g) The output video should include ISL content, audio / voiceover, subtitles, graphics / images / 2D / 3D animations / illustrations, check your understanding or application questions, etc. For language subjects like English subject and Hindi subject, the language of the voiceover and subtitles will be in the respective subject language only, i.e. Hindi voiceover and subtitles for Hindi subject; and English voiceover and subtitles for English subject. For other subjects like science and maths, the voiceover and subtitles will be in English. However, if needed, agencies may be asked to add subtitles and voiceover in Hindi as well, for which rates have been invited separately in para 19 of the RFP.
- h) The agency is responsible for the validation and review of the video content developed. The videos should be reviewed by qualified and experienced external experts, to ensure accurate academic content and accurate ISL signing. The validation experts will be mutually agreed upon by the agency and ISLRTC.
- i) The minimum duration of each video should be atleast 5 minutes and maximum duration is 25 minutes.
- j) The ISL content should be recorded by deaf signers.
- k) The deaf signers in the videos should appear professional and wear professional attire.
- l) The videos should contain ISLRTC logo.
- m) In coordination with ISLRTC, the agency is required to conduct pilot testing two videos of each subject of each class at deaf schools to ensure appropriate format and content as per needs of deaf learners. The report of the pilot testing is to be submitted to ISLRTC, and revisions as needed based on the pilot testing should be made.
- n) The videos submitted by the agencies should be ready for publishing/uploading/embedding on website/YouTube/apps.
- o) The metadata of the videos should be compiled and submitted to ISLRTC.
- p) In case ISLRTC requires audio and/or subtitles to be done in Hindi, the charges, if any, may be reflected separately in the financial bid.
- q) The activities/tasks mentioned above are only indicative and not the exhaustive list. The bidders are required to conceptualize the project, understand the scope well in time and have their own assessment and estimation regarding the services that are needed to be provided under the said project.
- r) In case at any stage within the period of 01 year from the date of completion the specified timeline, any modification / amendment is required with regard to the video and ISL content, the agency has to do it without any additional cost and an undertaking has to be submitted before the release of payment.

- s) As a part of the development of concept based videos, agencies may be required to develop signs for new academic terms that come up as a part of the concept. The agencies should consider this factor when submitting their bid and include the cost of the same in their budget. When developing new signs for terms, they would need to follow the same procedure of validation of the signs by ISLRTC and external experts and the external names are to be approved by ISLRTC.

5. SPECIFICATION AND TECHNICAL DETAILS:-

- a) It may be noted that the articles produced, images/graphics used and all relevant tools (software/hardware, etc. as the case may be) used by the Agency for the execution of the contract shall be free from any copyright issues or any other legal infringement and the Agency undertakes to indemnify the ISLRTC against any legal complications. All content produced by the Agency shall be the property of the ISLRTC and the Agency shall not claim the same at any later date.
- b) The software and tools for development of the ISL videos should be of latest version & the agency shall ensure that no failure of software/equipment takes place by having necessary backup.
- c) The technical specifications of the videos should be as follows:
 - i. Screen size – 16:9
 - ii. Resolution – 1080 x 980 HD or higher
- d) The signer should wear attire with ISLRTC name/logo and the videos should contain ISLRTC logo.
- e) ISLRTC will be involved pre, peri and post development of the ISL videos. The service provider will be required to share sample videos and draft videos requested by ISLRTC from time to time.
- f) In line with scope mentioned in the RFP, the complete content of the project shall be duly edited and the final videos should be uploaded on a cloud platform before the deadline of the work order, as required by the ISLRTC.
- g) The work is to be completed with 100% accuracy and to the satisfaction of ISLRTC. The quality of videos should be of good standard and as per requirement. Quality here includes both technical aspects of the video and content of the video.
- h) In case it is found that the service are not upto the mark and ordered specification, it would be open to the ISLRTC to terminate the agreement and forfeit the Performance Bank Guarantee and blacklist the firm.

6. PREPARATION, SUBMISSION AND EVALUATION OF TENDER

- a) Original tender form should be stamped and signed by the authorised signatory of the agency. All pages of the relevant supporting document as attached with the tender should also be self-attested, failing which the tender will be rejected.
- b) Bidder is required to submit the complete proposal along with required forms / documents, etc. in hard copy by post/by hand only. The proposal shall ensure that the financial bid (para 19) and Annexure 1 are included, and that the checklist as per

Annexure 2 is followed. It should be ensured that all questions in the tender document are answered before the last date of the bid submission. Delay in submission for whatsoever reason will not be entertained.

- c) Consortiums are not accepted and if found, the bid will be rejected.
- d) The bidder is expected to examine carefully all instructions, forms, terms and specifications in the Tender document. Failure to furnish all information required in the Tender Document or submission of a proposal not substantially responsive to the Tender Document in every respect will be rejected.
- e) The ISLRTC reserves the sole right for carrying out amendments/modifications/changes to the tender document. Any addendum/corrigendum in due course shall be published on the ISLRTC website only. Separate advertisement shall not be published.
- f) The Bidder shall bear all costs associated with the preparation and submission of the tender and the ISLRTC will not be responsible or liable for these costs.
- g) The agency & its owners should neither be blacklisted by any government department nor should any criminal case be registered against them anywhere in India.
- h) The work assigned may also go beyond the scope of work specified in this document..
- i) The firms will enclose the copies of their past experience work of different kinds to Govt. offices, corporate offices etc. for development of ISL content in Multimedia Format.
- j) Bidders will be required to give a presentation of their approach and methodology for meeting the objectives and deliverables as per the technical requirement. This presentation will be a part of the overall evaluation of Technical Proposal.
- k) It is mandatory for all the bidders to submit their bid documents in hard copy only at the Centre before the last date and time. The Receipt of Payment (SBI Collect) pertaining to the Tender Fee is to be deposited along with the original bid document submitted to ISLRTC.
- l) The final Financial Bid should be inclusive of all prevalent and applicable taxes, duties and levies, and the taxes are to be quoted separately. Taxes will be applicable as per extant provisions.
- m) Specific mention of applicable taxes should be made in the invoice along with the taxation rates.
- n) The cost of rendering the services outlined in the Scope of Work should be done as per the Bill of Quantity (BoQ) (Ref. Para 19).

7. CONDITION OF CONTRACT:-

- a) Confidentiality and Non-disclosure: The agency and its employees shall not disclose any proprietary / confidential information / reports / papers etc. related to the ISLRTC or other government organizations that they may come across in the routine functioning, either during the period of contract or thereafter. The agency shall be liable for criminal action & penal recovery if any such lapse is made out.

- b) The agency/agencies shall also undertake to carry out its activities in a just manner and which does not bring disrepute to ISLRTC. If an agency is found to be using corrupt or fraudulent means in any work of the ISLRTC, its contract shall be terminated immediately without making any payment and Performance Bank Guarantee shall be forfeited. The agency shall also be blacklisted and notification issued in such a case.
- c) The agency/agencies shall abide by all statutory provisions whichever applicable and ISLRTC shall not be liable for any such deficiencies.
- d) Work orders to the agency/agencies on behalf of the ISLRTC shall be placed by Administration. However, in case of contingency / short notice, other officials of the ISLRTC may also directly interact with the staff of the agency/agencies for execution of work. The same may be informed by I/c the Administration.
- e) No separate cartage / conveyance will be paid for development of ISL content or delivery of service.
- f) The total work has been divided into 12 sets based on subject and class. The bidders will provide the budget required for each set. Accordingly, the L1 will be calculated.
- g) ISLRTC reserves the right to increase or decrease the quantity of the content specified in this document, at the same rate and the same terms and conditions.
- h) The rates as given in the bid are to be valid for atleast 02 years, or for a longer period, depending on the time taken to complete the task as per the work order.
- i) If decided by ISLRTC, the work may be distributed among the L1, L2, and L3 bidders at the L1-matched rate in the ratio of 50% (6 sets), 30% (4 sets), and 20% (2 sets), respectively. In case no L3 bidder is available or eligible after evaluation, the total quantity shall be divided between L1 and L2 at the L1-matched rate, with L1 being assigned 7 sets and L2 being assigned 5 sets. If L2 does not agree to match the L1 rate, the entire quantity shall be awarded to L1 at its quoted rate. The work assigned may also go beyond the scope of work specified in this document.
- j) Qualifying the technical stage will not provide any right to agencies for claiming any work.
- k) Any further extension of the contract will be at the sole discretion of the Director, ISLRTC and based on the requirement as well as performance of the selected agencies.
- l) In case at any stage within the period of 01 year from the date of completion of the specified timeline and the specified task, any modification / amendment is required with regard to the video and ISL content, the agency has to do it without any additional cost and an undertaking has to be submitted before the release of payment.

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

- a) ISLRTC reserves the right to extend the bid opening date without assigning any reason.
- b) The bids shall be opened at ISLRTC on the assigned date. Agencies may choose to attend the bid opening by sending their authorised representatives to witness the same.

- c) ISLRTC reserves the right to extend the bid submission date if the number of bids is found inadequate & the decision of the competent authority of ISLRTC in this regard will be final.
- d) Scrutiny of the tender documents for eligibility will be done by ISLRTC to determine whether the documents have been properly signed, tender fee has been deposited and all relevant papers have been submitted. Tenders not conforming to such requirements will be rejected. Technical bids of only qualifying bidders shall be opened.
- e) Technical Evaluation: All eligible bids shall be evaluated & awarded marks on the technical criteria as per the format of Technical Evaluation given in ANNEXURE 3. The bidder must get minimum 60% marks during technical evaluation to be considered for opening of financial bid.
- f) Those bidders who qualify will have to make a presentation of 5-7 minutes covering about the subject as mentioned in the scope of the work and qualifying criteria. The presentation may be followed by questions from the committee constituted by ISLRTC for the purpose. 2-3 members will be allowed in each bidder's team attending presentation.
- g) As a part of the technical evaluation, all bidders are required to develop and present three sample concept videos on the topics given below.
 - i. Science – Class 10 – Types of Chemical Reactions: Displacement
 - ii. Maths – Class 11 – Complex numbers
 - iii. English – Class 10 – Relative clauses
- h) The bidder is required to submit the number of videos for each set that they will develop, with the topics covered in each video, along with the bid document. The same should be presented at the time of technical presentation and will be considered for technical scoring.

9. OPENING OF FINANCIAL BID:

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

10. COMPUTATION OF COMPOSITE SCORE (CS) AS PER QUALITY COST BASED SYSTEM (QCBS):

- a) Composite Score (CS) of the technically qualified bidders will be calculated as the sum of weightages assigned to 60% of score in the technical bid and 40% of score of financial bid, which is as follows:
 - a) $CS = T_n + F_n$
 - b) $T_n = \{(60 \times \text{Marks scored in Technical Bid}) / 100\}$ i.e. 60% of the marks scored in the technical evaluation

c) $F_n = \{(40/100) \times [(F_{min} / F_b) \times 100]\}$ i.e. 40% weightage of financial score, where

- T_n = Technical Score
- F_n = Financial Score
- F_b = Financial bid of the bidding agency
- F_{min} = Lowest financial bid received.

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

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

11. TIME SCHEDULE:

The Development of Concept Based Educational Videos in Indian Sign Language is to be completed within 06 months from the issuance of work order. As a sample, the draft video of at least one concept (of each set) is to be shared with ISLRTC within two weeks of the issuance of the word order. The pilot testing should be completed within the first six weeks. Final videos of at least 15% of the target number of videos (per set) are to be provided within the first 02 months. Thereafter, final videos of at least 10% of the target number of videos (per set) should be submitted to ISLRTC every month using online cloud resources or electronic media. All completed videos after any revisions required should be submitted to ISLRTC within 06 months from issuance of the work order.

In case any agency is issued work order for multiple sets, that agency will then be required to carry out the work within the given timeline of 06 months simultaneously for all the assigned sets (not consecutively).

12. PERFORMANCE BANK GUARANTEE:

The agency/agencies finalized shall submit a Performance Bank Guarantee amounting to 5% of the amount of work order. The said Bank Guarantee should remain valid for a period of sixty days beyond the date of completion of all contractual obligation of the supplier including warranty obligation. The successful bidder must submit the Bank Guarantee along with the Contract Document within 15 days of Financial Bid opening and / or subsequent notification. If the contract is extended, the agency/agencies shall undertake to suitably extend the said Bank Guarantee or submit the fresh one within 15 days. The extension of the Contract will be considered as post-facto terminated, if the appropriate Bank Guarantee is not rendered.

13. CONTRACT DEED:

The successful bidder shall execute an Agreement for the fulfilment of the Contract on Rs.100/- non-judicial stamp paper within 15 days from the date of award of Contract. The incidental expenses on the execution of agreement/contract shall be borne by the Bidder. The Work Order/ Contract will be considered as terminated, if the appropriate agreement/contract is not submitted within the given timeline.

14. PRE-TERM TERMINATION:

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

15. PENALTIES/LIQUIDATED DAMAGES:

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

- a) The agency/agencies to whom work is awarded, have to complete the work strictly as per time schedule given in work order.
- b) The Development of Concept Based Educational Videos in ISL should be developed most expeditiously. Unless approved by the ISLRTC due to un-avoidable circumstances, if the said work is not completed within the specified time, a penalty @ 0.5% of the work order shall be charged for each day of delay subject to maximum delay of 10 days. The ISLRTC reserves the right to get such work orders expeditiously executed at the risk and cost of agency after 24 hours of close of work order. Cost of work along with penalty shall be recovered from the outstanding payment as due.
- c) The ISLRTC shall reserves the right to terminate the contract without any notice/reasons if more than 5 such instances of unjustified delays are recorded in a year. Under such case, the bank guarantee amount will also be forfeited without assigning any reason.
- d) In case of delay in delivery as per the specified timelines, ISLRTC will be free to get the task done from any other agency without any justification and the order will be treated as cancelled.

16. PAYMENT TERMS:

- a) The agency shall be paid on the following terms:

- i. 30% payment to be made on successful completion of 30% of the work (based on the target number of videos) of a set as per the scope of work and as per the terms and conditions of the RFP and work order and contract.
 - ii. A second payment of 30% to be made on completion of 60% of the work of a set as per the scope of work and as per the terms and conditions of the RFP and work order and contract.
 - iii. Remaining 40% to be made on successful completion of the work of a set as per the scope of work and as per the terms and conditions of the RFP and work order and contract, and final approval of the content by ISLRTC.
- b) All payments are subject to TDS and statutory charges, if any.
 - c) Specific mention of applicable taxes should be made in the invoice along with the taxation rates.
 - d) ISLRTC will not bear any expenses towards transportation/ lodging boarding, etc. for getting the samples, validation of ISL videos or other related work by the ISLRTC.

17. RESOLUTION OF DISPUTE AMICABLY/ THROUGH ARBITRATION:

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

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

18. FORCE MAJEURE:

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

19. FINANCIAL BID/ BILL OF QUANTITY (BoQ)

Sl. No.	Item (Set)	Cost
A.	Development of Concept Based Educational Videos in ISL Note - Cost given should be all-inclusive as defined in Scope of Work of RFP	
1.	Set A - Maths for classes IX to XII	
2.	Set B - English for classes IX to XII	
3.	Set C - Hindi for classes IX to XII	
4.	Set D - Science for classes IX and X	
5.	Set E - Social Science for classes IX and X (History, Geography, Political Science, Economics)	
6.	Set F - Chemistry for classes XI and XII	
7.	Set G - Physics for classes XI and XII	
8.	Set H - Biology for classes XI and XII	
9.	Set I - Accountancy, Economics and Business Studies for classes XI and XII	
10.	Set J - History, Geography and Political Science for classes XI and XII	
11.	Set K - Psychology and Sociology for classes XI and XII	
12.	Set L - Computer Science for classes XI and XII	
13.	Total Cost for 12 Sets (A to L)	
14.	Taxes applicable and taxation rates	
15.	Total Cost	
16.	Cost (in words)***	

B.	Rates for developing the videos with Hindi voiceover and subtitles (for subjects except Hindi)	
17.	Subtitles in Hindi - Cost for 1 hour of video content:	
18.	Voiceover in Hindi - Cost for 1 hour of video content:	

All taxes shall be paid as per prevailing rates.

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

DECLARATION & UNDERTAKING

We hereby declare that the details furnished by us in response to this RFP are true and correct to the best of our knowledge and belief and we undertake to inform you of any changes therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, we are aware that this bid and agreement (if signed) will be liable to be declared void at any point of time.

We also certify that we have neither been blacklisted by nor barred to work with any Ministry or Department of the Government of India or PSU / Authority and nor any criminal case is pending against the agency or its owners.

Yours sincerely,

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

Name and Title/Designation of the Authorized Signatory

Name of the Agency/Firm: _____

Address: _____

Seal of the agency/firm: _____

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

ANNEXURE 2**Check list for submission of Technical Bid**

Sl. No.	Particulars
1.	Name of the Tenderer
2.	Tender fee submitted by SBI e – Collect (Reference No.)
3.	Address of Head Office: Telephone: E-mail: Fax Number (if any): Name(s), phone number and email ids of the contact person(s):
4.	Self attested copy of PAN Number
5.	Self attested copy of GST Number
6.	Self attested copies of Audited Statement of Accounts /ITR for the last 02 years 2022-23 and 2023-24
7.	Self attested copies of required documentation for ISL expertise (Ref para 3.ii in RFP and S. No. 1 of Annexure 3)
8.	Self attested copies of required documentation for video production resources (Ref para 3.iii in RFP and S. No. 2 of Annexure 3)
9.	Self attested copies of required documentation for work experience (Ref. point 3.iv in RFP and S. No. 3 of Annexure 3)
10.	Terms and conditions at paras 4, 5, 7, 11, 14, 15, 16, 17 and 18 of the RFP document duly signed and stamped by the tenderer, if accepted.

TECHNICAL BID EVALUATION SHEET FOR SELECTION OF AGENCY/AGENCIES

Name of Agency:.....

Technical Bid Stage (100 Marks)

S.No.	Points	Maximum marks	Findings	Marks obtained
1.	Academic & ISL expertise - Deaf Signer - ISL Interpreter - Academic support - Special Education expert (Self-attested copies of required documentation of above mentioned manpower must be enclosed as per para 3.ii in the RFP)	20 marks 4 marks per deaf signer subject to maximum 8 marks 4 marks per ISL interpreter subject to maximum 4 marks 4 marks per academic support subject to maximum 4 marks 4 marks per special education expert to maximum 4 marks		
2.	Video production - Existing studio space and video recording equipment - Associated/employed video editor (at least 01 deaf) (Self-attested copies of required documentation of above mentioned manpower and infrastructure must be enclosed as per para 3.iii in the RFP)	10 marks 5 marks 5 marks per video editor subject to maximum 5 marks		
3.	Experience Total duration of ISL videos of similar nature developed: 10 hours & above 05 hours and above	10 marks 100% (10 marks) 50% (5 marks) 25% (2.5 marks)		

	01 hour & above			
4.	Presentation To include the following in the power point presentation: - Conceptual plan covering the detailing of the project and content creation, etc. - Domain experts, qualified manpower and technical resources - Experience of creating similar content created across domains like education, skilling, news, healthcare, technology, finance, etc. - List of topics for each set for which videos will be made. - Sample concept videos for the following topics: - Science – Class 10 – Types of Chemical Reactions: - Displacement - Maths – Class 11 – Complex numbers - English – Class 10 – Relative clauses	60 marks including 10 marks for each sample video		
	The weightages for the above are as follows: Technical bid (Sl. No. – 1, 2, 3) Presentation and sample videos (Sl.No. 4)	40 marks 60 marks		
	Total	100 marks		

Based on evaluation of technical proposal & presentation, vendors will be shortlisted for financial bid opening. Vendors scoring a minimum of 60 marks in the technical bid evaluation shall be shortlisted for financial bid opening process.