

F. No. ARIT-17011/2/2025-24

Government of India

Ministry of Culture

Shastri Bhawan

New Delhi -110001

Tel: 011-2338 1208

Email: [arit-culture@gov.in](mailto:arit-culture@gov.in)

Tender No: \_\_\_\_\_

Request for Proposal (RFP) for Appointment of a Technology Partner for Development & Deployment of AI integration on the Ministry of Culture Website (<https://culture.gov.in>) – and subsequent Maintenance & Support.



संस्कृति मंत्रालय  
MINISTRY OF  
CULTURE

February 2026

## **Notice Inviting E-Tender (NIeT)**

### **(Domestic Competitive Bidding)**

**Date of Issuance of NIeT:** **06<sup>th</sup> February, 2026**

**The Ministry of Culture is inviting E-Tenders under "Two Bids System" (Technical Bid & Financial Bid) for the appointment of a Technology Partner.** The selected technology partner will be responsible for Development, Deployment, Maintenance & Support of a Large Language Model (LLM) based search engine capable of intelligently retrieving content not only from the main website but also from around 30 affiliated platforms, including:

- [indianculture.gov.in](http://indianculture.gov.in)
  - [mgmd.gov.in](http://mgmd.gov.in)
  - [gyanbharatam.com](http://gyanbharatam.com)
  - [abhiLekh-patal.in](http://abhiLekh-patal.in)
  - [vedicheritage.gov.in](http://vedicheritage.gov.in)
  - [museumsofindia.gov.in](http://museumsofindia.gov.in)
- +25 more websites maintained by associated departments and organisations under the Ministry.

All the backend and frontend related development, deployment and maintenance are to be taken care by selected technology partner. The contract duration will be 3 (three) years, starting from the date of successful implementation (development time excluded). The tenure may further be extended up to a maximum of two years on year-to-year basis subject to satisfactory performance.

*Ans*

## Bid Timeline

Sl. No.	Schedule	Date & Time, Description
1.	Time limit of the Work	The contract duration will be 3 (three) years, starting from the date of successful implementation (development time excluded). The tenure may further be extended up to a maximum of two years on year-to-year basis subject to satisfactory performance.
2.	Date of Publication of RFP	06.02.2026
3.	Brief description of Work	<p>The selected technology partner will be responsible for Development, Deployment, Maintenance &amp; Support of a Large Language Model (LLM) based search engine capable of intelligently retrieving content not only from the main website but also from around 30 affiliated platforms.</p> <p><b>Under Quality and Cost Based Selection (QCBS) method with 70% technical weight and 30% financial weight.</b></p>
4.	Period for Downloading of Bidding Documents	06.02.2026 at 06.00 PM onwards
5.	Seek Clarification start date	10.02.2026 at 10.00 AM (Through MS Excel file via email at arit-culture@gov.in)
6.	Seek Clarification End date	16.02.2026 at 03.00 PM (Through MS Excel file via email at arit-culture@gov.in)
7.	Pre Bid meeting date & time	19.02.2026 at 11.00 AM
8.	Last date of Bid Submission	25.02.2026 at 03.00 PM
9.	Technical bid Opening date & time	27.02.2026 at 03.00 PM
10.	Technical Presentation date & time	To be informed later
11.	Financial Bid Opening date & time	<u>To be notified after Technical bid evaluation.</u> Technically Qualified vendors will be intimated.

12.	Place of Opening bids	Ministry of Culture, Shastri Bhawan, New Delhi
13.	Tender Fee	No tender fee
14.	Bid Security/Earnest Money Deposit (EMD)	<p>Earnest Money Deposit of Rs.2.50 Lakhs (Indian Rupees Two Lakhs and Fifty Thousands only) in the form of Demand Draft / Banker's Cheque/Bank Guarantee only and the same shall be drawn in favor of "<b>Pay and Accounts Officer, Ministry of Culture, New Delhi</b>" payable at New Delhi.</p> <p>*Not required – in-case of MSME/NSIC/SSI</p> <p>* Proof to be enclosed for MSME/NSIC/SSI</p>
15.	Selection Process	<p>QCBS method will be followed.</p> <p>Technical: 70% and Financial: 30%</p>
16.	Officer Inviting Bids	Joint Secretary (AR&IT), Ministry of Culture, Govt. of India
17.	Bid Validity Period	90 days from the date of opening of Technical Bid.
18.	Mode of Tender Submission	Online (only at CPPP website: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> )
19.	E-tendering	<p>Tender documents may be downloaded from MINISTRY OF CULTURE website:</p> <p><a href="https://culture.gov.in">https://culture.gov.in</a> and CPPP site <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> as per the schedule provided above in this table.</p>

1. Other details can be seen from RFP document.
2. MoC reserves the right to cancel/withdraw this invitation for bids without assigning any reason.



Joint Secretary (AR&IT)  
Ministry of Culture, New Delhi

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## SECTION I: INSTRUCTION TO BIDDERS

### 1. Background

The Ministry of Culture is the apex body responsible for the preservation, promotion, and dissemination of India's vast and diverse cultural heritage. With an unwavering commitment to safeguarding the nation's tangible and intangible art forms. The Ministry undertakes strategic efforts to ensure that India's rich cultural legacy is accessible, inclusive, and sustainable. Operating through 2 attached offices, 7 subordinate offices, and 34 autonomous organizations fully funded by the Government of India, the Ministry facilitates a culture-based development model that nurtures creativity, honors tradition, and fosters innovation in the cultural space. These institutions work synergistically to implement policies and programs that empower communities, recognize artistic excellence, and connect citizens with their heritage.

The Ministry of Culture has launched its official website (<https://culture.gov.in>), developed in compliance with the Digital Brand Identity Manual (DBIM) guidelines issued by MeitY. To further enhance user experience and accessibility, the Ministry now seeks to onboard a Technology Partner to integrate advanced technologies most notably, AI-driven capabilities such as semantic search. The selected technology partner will be responsible for developing and deploying a Large Language Model (LLM) based search engine capable of intelligently retrieving content not only from the main website but also from around 30 affiliated platforms. Key features to be provided in website but not limited to-

- **Unified Semantic Search Interface:** Users should be able to enter queries on the main Ministry website and receive intelligent, relevant results across all linked platforms. A *separate result page along with further search/response criteria is to be developed for this. The result page would be translatable in Indian languages.*
- **AI-Generated Summaries:** For external sites, the search engine should display concise, LLM-generated content previews or summaries alongside links.
- **Multimedia Integration:** Where applicable, search results must include relevant images and videos sourced from the originating websites.
- **Event Discovery:** The search functionality should also index and display event listings across all connected sites.

The goal is to create a centralized, intelligent, and user-friendly digital gateway to the diverse cultural resources curated by the Ministry of Culture and its affiliated bodies.

### 2. Objective

The objective of this project outlines a transformative initiative to elevate the Ministry of Culture's digital presence through intelligent, AI-powered discovery tools that can serve citizens, researchers, and institutions with speed, accuracy, and relevance across India's rich art and cultural heritage. The Technology Partner will:

- Develop plugin models to existing website
- Develop features from the list provided in the 'scope of work' and any additional features required based on situational needs.
- Semantic Search should be ring fenced to 30 websites of Ministry of Culture and

- its associated offices.
- Fine-tune and training an open-source AI model using websites content and maintain it for enhanced results.
  - Provision Compute/GPU hardware infrastructure for AI model training and inferencing as per the scope and NIC/MeltY guidelines.
  - Development, Deployment, Maintenance and hosting of the solution for a period of 3 years extendable by another two years.

### **3. Instruction to the Bidders**

#### **3.1 General**

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications. Bidders must form their own conclusions about the consultancy support required. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by M/o Culture on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of M/o Culture. Any notification of preferred bidder status by M/o Culture shall not give rise to any enforceable rights by the Bidder. M/o Culture may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of M/o Culture.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- e) This RFP will follow the Office Memorandum No. P-45021/2/2017-PP (BE-II) Government of India Ministry of Commerce and Industry Department for Promotion of Industry and Internal Trade (Public Procurement Section) dated 16th September, 2020 to encourage Make in India and promote manufacturing and production of goods and services in India with a view to enhancing income and employment.

#### **3.2 Compliant Proposals / Completeness of Response**

- a) Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
  - I. Comply with all requirements as set out within this RFP.
  - II. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP



**III. Include all supporting documentations specified in this RFP**

**Pre-Bid Meeting & Clarifications**

**3.3 Bidders Queries**

- a) M/o Culture will organize a pre-bid meeting with the prospective bidders on **19.02.2026 at 11:00 AM** at Ministry of Culture, Shastri Bhawan, New Delhi.
- b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to Joint Secretary, AR&IT, Ministry of Culture, Shastri Bhawan, New Delhi 110001 by post or email to [arit-culture@gov.in](mailto:arit-culture@gov.in) on or before **18.02.2026 at 11:00 AM**.
- c) The queries should necessarily be submitted in the following format:

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification

**3.4 Responses to Pre-Bid Queries and Issue of Corrigendum**

- a. The Nodal Officer notified by the M/o Culture will endeavour to provide timely response to all queries. However, M/o Culture makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does M/o Culture undertake to answer all the queries that have been posed by the bidders.
- b. At any time prior to the last date for receipt of bids, M/o Culture may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the <https://culture.gov.in/> and CPPP site <https://eprocure.gov.in/eprocure/app> and emailed to all participants of the pre-bid conference.
- d. Any such corrigendum shall be deemed to be incorporated into this RFP. e. In order to provide prospective Bidders, reasonable time for taking the corrigendum into account, M/o Culture may, at its discretion, extend the last date for the receipt of Proposals.

**4. Key Requirements of the Bid**

**4.1 Right to Terminate the Process**

- a. M/o Culture may terminate the RFP process at any time and without assigning any reason.
- b. M/o Culture makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- c. This RFP does not constitute an offer by MOC. The bidder's participation in this process may result in M/o Culture selecting the bidder to engage towards execution of the contract.

#### 4.2 RFP Document Fee

The RFP documents have been made available to be downloaded without any fee from the website <https://culture.gov.in/> and CPPP site <https://eprocure.gov.in/eprocure/app>.

### 5. Submission Details

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates (DSC). The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submit their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

#### 5.1 REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### 5.2 SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name,

Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### 5.3 PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please 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 documents that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

### 5.4 Submission Process

The e-Tender is invited under two envelopes system. The first electronic envelope will be named as Technical Envelope & will contain documents of tenderer's/bidder's documents satisfying the eligibility conditions, scanned copies of EMD instrument, signed and stamped tender documents, NIT etc. and the second electronic envelope will be named as Financial Envelope containing Rate Quote Sheet.

The bidder shall submit TECHNICAL BID ENVELOPE and FINANCIAL BID ENVELOPE simultaneously. The technical bids will be evaluated first and thereafter financial bids of only the eligible tenderers/bidders (who's EMD in physical form is received at the Ministry of Culture, GOI before date of opening of tenders or Bid Security Declaration in case of exemption is submitted in Technical Envelope) shall be opened.

These envelopes shall contain one set of the following documents:

A. TECHNICAL BID ENVELOPE shall contain the following documents:

i. Digitally signed e-RFP document (along with addenda/ corrigendum, if any issued to the technical bid document) along with all its Annexures should be submitted in PDF format.

ii. Scanned copy of EMD Instrument in favour of MoC (EMD deposited in form of bank guarantee has to be drawn in favour of Ministry of Culture)

(Note: The physical EMD instrument should be submitted to the TIA before the opening date of the technical bid.)

iii. Scanned copy of all the documents related to eligibility criteria in the prescribed format such as technical eligibility, work experience eligibility and financial eligibility along with related supporting documents/credentials.

iv. Scanned copy of all the declarations, duly signed and authenticated by the authorised signatories of the bidders.

B. FINANCIAL BID ENVELOPE shall contain the Rate Quote Sheet in .XLS format and to be submitted online. All documents must be digitally signed and uploaded on CPPP.

The agency is required to submit declarations as per the format given in ANNEXURE – V.

## 5.5 ASSISTANCE TO BIDDERS

1. Any queries relating to the process of online submission of bid submission or queries relating to the CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk “CPP Card Protection Customers – please call our 24 hour toll free helpline number 1800- 4000 or 6000 or 4000 (prefix STD code)”

2. A pre-bid meeting will be held after floating of tender as per the schedule given in the ‘Important Date Sheet’. Interested vendors may choose to attend the pre-bid meeting at their own cost. In case any vendor requires any clarification on the specification, test parameters, etc. they can raise their query in the pre-bid meeting date given in the tender notice.

## 6. Tender Schedule:-

As per Bid Time Line mentioned at page 3-4 of RFP.



## **7. Earnest Money Deposit (EMD)**

- a. Bidders shall submit, along with their Proposals, an EMD of Indian Rs. 2.5 Lakhs only in the form of Demand Draft / Banker's Cheque / Bank Guarantee only and the same shall be drawn in favour of "Pay and Accounts Officer, Ministry of Culture, New Delhi" payable at New Delhi with a validity of 90 (Ninety) days.
- b. After the award of the contract to the successful bidder, the EMD of the unsuccessful bidders will be refunded in due course of time with no interest thereon.
- c. The EMD of the bidder, whose tender has been accepted, shall be returned on the submission of Performance Security / Performance Guarantee after the award of work or would be adjusted towards the partial amount of Performance Security / Performance Guarantee.
- d. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e. The EMD may be forfeited:
  - If a bidder withdraws its bid during the period of bid validity.
  - If selected Bidder does not start the job within 45 days from the date of signing the Agreement.
  - In case of a successful bidder, if the bidder refuses to execute the order or fail to furnish the required Performance Security and fail to sign the contract as stipulated in this tender document within the specified time fixed by the MOC.

Note: The above-mentioned requirement is not applicable in case the bidder is registered as 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 Organization or the concerned Ministry or Department. In such cases, bidder will have to submit a self-declaration along with a copy of the MSEs/MSME registration certificate (**ANNEXURE - VII**).

## **8. Minimum Eligibility Criteria**

Proposals not complying with the 'Minimum Eligibility Criteria' are liable to be rejected and will not be considered for further evaluation. The proposal should adhere to the following minimum eligibility criteria:

S. No.	Basic Requirements	Specific Requirements	Documents required
1	Should be either a Government Organization / PSU/ Pvt Limited/ Partnership firm/ Corporate under Indian Laws or/ an autonomous institution of GOI	Registration Certificate (CIN) in India	The Bidder is required to submit copy of registration certificate (CIN) as proof Note: Consortiums and JVs are not allowed. Ref. <u>ANNEXURE-I</u> (along with CIN certificate)

S. No.	Basic Requirements	Specific Requirements	Documents required
2	The respondent should not have been blacklisted/debarred by any Public Financial Institutions, Public Sector Banks, RBI or IBA/Corporate or any other Government agencies during the last 5 years.	Undertaking to be submitted	Self-Undertaking affidavit on 100 Rs Stamp Paper duly notarized. Ref: <u>ANNEXURE - VIII</u>
3	Experience in relevant field	The bidder should have experience in the similar nature of work such as Work Order {may refer Notes clause (i) under Minimum Eligibility Criteria} in any Central/State Govt/ Private Institute/PSU/ Corporate or Government body/ Institution in India in last three financial years (2022-23, 2023-24, 2024-25)	The Bidder is required to submit proof of engagement such as Work Order /Engagement Letter /Completion Certificate- CA Minimum Eligibility certified / Letter of Award Criteria} in any (LoA)/UAT from client.
4	Working experience	The bidder should have executed similar nature of work {may refer Notes clause (i) under Minimum Eligibility Criteria} in any Central/State Govt/ Private Institute/ PSU/ Corporate or Government body/ Institution in India - at least one work of Rs.50 lakhs value	Submit work order and the completion certificate of similar nature of qualifying works Or Work order with User Acceptance Testing (UAT). Ref: <u>ANNEXURE - IV</u>

S. No.	Basic Requirements	Specific Requirements	Documents required
		of estimated cost (or) two works of <u>Rs.30 lakhs</u> value each in the last 3 financial years (2022-23, 2023-24, 2024-25)	
5	Bidder's Turnover	The Bidder should have an average annual turnover of <b>Rs.25 Cr</b> from IT/ITES activities over the last three financial years (2022-23, 2023-24, 2024-25)	Certificate from CA clearly specifying the annual turnover Supported with Audited financial statements. Ref: <u>ANNEXURE - III</u>
6	Manpower on payroll	The bidder should have at least <u>30</u> full time professionals (consulting/IT/Management/programmers/AI-ML Engineers etc.) as on last date of RFP response submission.	Certificate duly attested by HR Head or designated signing authority along with the profiles of their specializations and projects executed by them. Ref: <u>ANNEXURE – IX</u>
7	Quality Certification	The bidder should possess following certifications - <ul style="list-style-type: none"> <li>• ISO 9001:2015</li> <li>• ISO 27001:2022</li> <li>• CMMI Level 5</li> </ul>	Copy of valid certificate/s. The CMMI level certificate should be verifiable from online portal of CMMI institute.

Notes :

- Similar nature of works means "IT/ITES website or portal development, including the design/development, implementation and integration of AI capabilities such as AI/ML models, Large Language Models (LLMs), semantic search, content summarisation and

intelligent chatbot systems leveraging Vector Databases or comparable AI platforms (services that support vector embedding storage, fast similarity search/content summarisation and AI/ML/LLM integration)”.

- ii. Proof of work done/projects should consist of work order/letter of intent along with its satisfactory completion certificate/User Acceptance Testing (UAT) Certificate. Without completion certificate/UAT, the work will not be considered for evaluation/marking.
- iii. The references of the customers must be submitted with official contact details for verification. References which cannot be verified with provided contact details won't be considered as valid evidence.
- iv. In case the respondent is blacklisted at any stage during the tendering process, the corresponding respondent's proposal will be disqualified.

## **9. Evaluation Committee**

- a. MOC will constitute a 'Tender Evaluation Committee' to evaluate the responses of the bidders.
- b. The Tender Evaluation Committee constituted by the MOC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- c. The decision of the Tender Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- d. The Tender Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e. The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f. Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

## **10. Evaluation of Bids**

The Quality and Cost Based Selection (QCBS) method will be followed to award the contract using weighted average in the proportion of 70% weightage for Technical Bid and 30% weightage for Financial Bid.

### **10.1 Technical Bid Evaluation**

S. No	Basic Requirements	Specific Requirements	Max Marks	Documents required
1	Overall Experience in relevant field	The bidder should have experience in the similar nature of work {may refer Notes clause (i) under Minimum Eligibility Criteria} in any Central/State Govt/ Private	15	The Bidder is required to submit proof of engagement such as Work Order /Engagement Letter

S. No	Basic Requirements	Specific Requirements	Max Marks	Documents required
		Institute/ PSU/ Corporate or Government body/ Institution in India  a) 3 to 4 years (inclusive of 4): 5 marks b) More than 4 to 5 years (inclusive of 5): 10 marks c) Above 5 years – 15 marks		/Completion Certificate/CA Certificate / LoA etc.
2	Projects Value	Min. adherence – 10 marks  The bidder should have executed similar nature of work {may refer Notes clause (i) under Minimum Eligibility Criteria} projects in any Central/State Govt/ Private Institute/ PSU/ Corporate or Government body/ Institution in India.  projects of value 50 lacs or more (max 2 Projects) – 10 marks for each project  or  project value more than 30 lacs (max 4 Projects) – 5 marks for each project	20	The Bidder is required to submit work order / Letter of engagement along with satisfactory completion certificate/UAT of the work as proof of execution of similar nature of work {may refer Notes clause (i) under Minimum Eligibility Criteria}
3	Annual Turnover	Average Annual Turnover of the Firm in India for the last 3 financial years i.e. 2022-23, 2023-24 and 2024-25 from IT/ITES activities.  a) Rs.25 Cr – Rs.35 Cr - 5 marks b) Rs.35 Cr to Rs.45 Cr - 7.5 marks c) Above Rs.45 Cr – 10 marks	10	Certificate from CA clearly specifying the annual turnover supported with Audited financial statements
4	Manpower on payroll (Experience on working on AI/ML based projects)	Average manpower (AI) experts on payroll for the last 3 financial years i.e. 2022-23, 2023-24 and 2024-25.  a) 5-7 - 2.5 marks b) More than 7 - 5 marks	5	Certificate duly attested by HR Head or designated signing authority of the agency mentioning year wise details. Resumes of all expert

S. No	Basic Requirements	Specific Requirements	Max Marks	Documents required
				specializations as mentioned in eligibility criteria to be provided. Ref. Annexure: VI
5	Approach & Methodology and Technical Presentation	a) Understanding of Requirements – 10 b) Approach & Methodology – 10 c) Dynamic LLM Orchestration (DLO) - 10 d) POC to be exhibited – 20 (POC on ring fenced websites. Any 3 as mentioned in <b>Additional Technical &amp; Operational Requirements</b> Page Number: 22)	50	Presentation (only those bidders who fulfill the minimum eligibility criteria will only be called for presentation)

Note: Those who will score minimum of 70 marks in this section would be considered as Technically Qualified and will move to the next stage of the Financial Bid evaluation.

## 10.2 Financial Bid Evaluation

- The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of available bidder representatives.
- If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- The bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the bidders which did not get disqualified based on point b above). Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) = {Commercial Bid of L1/Commercial Bid of the Bidder) X 100} % (Adjusted to two decimal places)

Note:

- Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- The bid price will include all taxes and levies and shall be in Indian Rupees.
- Any conditional bid would be rejected.



**Errors & Rectification:** Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

### **10.3 Combined Evaluation for Composite Bid Score (CBS)**

- a. The technical and financial scores secured by each bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score. The overall score will be calculated as follows: -

$$CBS = 0.70 * TS + 0.30 * FS$$

Where,

CBS = overall score of the bidder

TS = Technical score of the bidder (out of maximum of 100marks)

FS = Normalized financial score of the bidder

- b. The bidder securing the highest Composite Bid Score (CBS) will be adjudicated as the most responsive Bidder for award of the Project.
- c. In the event of 'tie' in the composite bid scores, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

*hp*

## SECTION II: SCOPE OF WORK

The official website of the Ministry of Culture (<https://culture.gov.in>), integrated with a search feature, is already live and operational. The present Scope of Work (SoW) invites qualified technology partners to design, develop, deploy, implement and maintain a cutting-edge AI-powered semantic search utility underpinned by Large Language Models (LLMs). This solution is envisioned to significantly enhance the Ministry's digital search and discovery capabilities by aggregating and semantically indexing content from multiple websites (30) under its purview.

The solution must leverage the latest advancements in artificial intelligence, machine learning and vector-based semantic search methodologies to retrieve and present contextually relevant information to users across a multilingual interface (need to define how many languages). The following delineates the detailed scope and deliverables under this engagement:

### 1. Core Responsibilities

The selected Technology Partner shall be responsible for delivering an end-to-end solution encompassing design, architecture, implementation, testing, deployment, optimization, and maintenance of an LLM-powered semantic search ecosystem through Ministry of Culture main website <https://culture.gov.in>. The key responsibilities include, but are not limited to:

- i. Design and deploy an advanced semantic vector search engine seamlessly integrated into the Ministry of Culture's official website, delivering fast, intelligent and responsive access to cultural information.
- ii. The search utility must semantically crawl, index, and retrieve content (text, images, audio, video, and metadata) from the Ministry's primary website along with around 30 other designated Ministry-related portals.
- iii. The solution must move beyond keyword-based search to comprehend the intent, meaning and contextual relevance of user queries by converting inputs and content into embeddings/vectors using modern AI models.
- iv. Retrieval must be based on similarity scoring of vectors, ensuring the most accurate, contextually relevant and conceptually aligned results.
- v. Adapt and fine-tune open-source AI models using Ministry datasets for enhanced capabilities in search, translation, content summarization and sentiment/context analysis.
- vi. The AI capabilities should be built on top of cutting-edge, open-source Large Language Models and should not be based on API-based commercial AI models like OpenAI etc.
- vii. Solution should be LLM agnostic and should be able to shift to Indian LLM.
- viii. The solution should be able to generate links from ring fenced websites (around 30), assimilate relevant information from these websites along with most relevant images and videos and present to the user.
- ix. Continuous training of AI model to incorporate new documents, web pages and data sources on fortnightly cycles.
- x. Provision of analytics panel to assess user queries by content theme, type, category which can help training the model in better ways.
- xi. Performing regular security audits, updates, and compliance checks.
- xii. Offering technical support, troubleshooting, and maintenance for the total duration of the project.
- xiii. Retrieval-Augmented Generation (RAG) architecture for fact-based, context-aware responses to be proposed. RAG based solution should be able to integrate real-time

- xiii. retrieval mechanisms with generative capabilities to deliver outputs that are not only coherent and fluent but also factually precise and contextually relevant.
- xiv. Secure integration with structured and unstructured data sources: PDFs, Word, Excel, APIs, cloud drives, web pages.
- xv. Compliance: Security audit certification through cert-in empanelled agencies, encryption at rest (AES-256) and in transit (TLS 1.2+).
- xvi. Auditability & Traceability: Every response must link to source documents, with logs for all queries and system changes.
- xvii. Function/API Calling: Real-time workflow integration for dynamic data retrieval and document management.
- xviii. Dynamic LLM Orchestration: AI control layer that automatically selects and manages multiple Large Language Models (LLMs) to deliver the best balance of accuracy, speed, cost and reliability (At least 3 models).
- xix. Implement continuous learning and optimization strategies to improve search precision, user experience, and overall system efficiency.
- xx. The system has to be developed and maintained for a period of three years.
- xxi. Any other features not mentioned above that may be required to be developed by the department during the tenure of the contract.

## 2. Other Requirements

- i. Proposed solution should be able to integrate an AI-driven chatbot capable of guiding users to precise information, enabling natural language interaction and deep search capabilities within specific domains of interest.
- ii. Continuous training, fine-tuning and upgradation of the underlying LLM using Ministry and affiliated data sets to ensure evolving accuracy and relevance over a period of three-years.
- iii. Complete source code, system documentation, and integration manuals must be handed over to the Ministry.
- iv. Provisions must be made for seamless technology transfer to the Ministry or a successor vendor upon contract completion or early termination.
- v. Implement speech-to-text functionality with voice icon integration for intuitive voice search interactions.
- vi. Enable a generative AI-powered unified search that aggregates and intelligently summarizes information across diverse Ministry repositories and archives, including Indian Culture Portal, Abhilekh Patal, Gyan Bharatam, Amritkaal, MGMD and other heritage platforms.
- vii. Comprehensive bilingual support (English/Hindi) for search queries, real-time translation, transliteration, document interpretation, and content summarization using AI/ML models.

## 3. Infrastructure and Hosting Requirements

The bidder has to provision GPU-based high-performance computing infrastructure (including vector DB, embedding models/LLM Models and any programmable interface) for model training and inferencing, to be deployed within a MeitY-empanelled Indian Data Centre. The solution platform must be deployed on scalable infrastructure meeting the following minimum requirements:

- i. Compute: Multi-core CPU servers; scalable to additional cores for high concurrency.  
Memory: Minimum 128 GB RAM, scalable as per query load and model size.  
Storage: High-speed SSD storage with minimum 10 TB, expandable for growing datasets.
- ii. GPU: GPU-enabled servers for inference/training; scalable as per model complexity.  
Networking: Redundant network setup to ensure high availability and low latency for citizen queries.
- iii. High Availability & Redundancy: Failover servers or cloud-based redundancy to maintain 99.5% uptime.
- iv. Backup & Disaster Recovery: Weekly incremental backups and monthly full backups with retention policy of at least 3 months.
- v. Capacity Planning: System must support projected concurrent users (1000) and queries across 30 ring fenced websites, with ability to scale resources as needed.
- vi. Bidder must comply with all legal and cybersecurity requirements for data protection and MeitY empanelled cloud services provider (CSP) under the three service models - Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) - which are based on the controls identified and defined by MeitY in its Cloud Services Empanelment RFP.
- vii. The CSP should be MEITY empanelled. Data Centres must have the Hyperscale Hosting, Edge Services, AI/ML pro-active security & SD WAN capabilities.

#### **4. Additional Technical & Operational Requirements**

- i. The developed AI model must be API-ready and modular, enabling seamless plug-and-play integration with the Ministry's existing website with minimal modification or redevelopment by the incumbent website development agency.
- ii. The overall system architecture must be scalable, modular, secure, and performance-optimized to handle large data sets and multiple concurrent user queries.
- iii. Separation of upload/training environments from the production environment is required to ensure high-speed, uninterrupted access for end-users.
- iv. Maximum query response time shall not exceed 3 seconds, including generative summary outputs.
- v. Deployment of a dedicated Business Analyst and Project Manager with relevant domain experience in archival systems and cultural heritage (Offsite).
- vi. Conduct Weekly review meetings with Ministry stakeholders to report progress, performance, user engagement, and future roadmap enhancements.
- vii. Bidder has to demonstrate POC on websites like [indianculture.gov.in](http://indianculture.gov.in), [mgmd.gov.in](http://mgmd.gov.in), [vedicheritage.gov.in](http://vedicheritage.gov.in), [museumsofindia.gov.in](http://museumsofindia.gov.in), [gyanbharatam.com](http://gyanbharatam.com), [abhilekh-patal.in](http://abhilekh-patal.in) (any 3)

### **SECTION III: GENERAL REQUIREMENTS**

#### **1. Validity Period**

Financial bids must remain valid for **3 years** from the contract award date.

#### **2. Delivery Schedule**

- a) Requirement Analysis & Design Document: 1 weeks
- b) Prototype Development & Integration Testing: 2 weeks
- c) Development & Deployment (Go Live with Security Audit) on 30 ring fenced websites: 12 weeks
- d) User Training, Documentation, and Handover: 4 weeks
- e) Ongoing Support, Maintenance and Monthly Model Retraining: 36 months

#### **3. Performance Standards**

- a) Uptime: Minimum 99.5%
- b) Query Response Time: < 3 seconds for 95% of requests
- c) Accuracy: Minimum 95% based on sample verification and RAG source validation
- d) Continuous Model Update: Monthly retraining cycles
- e) Critical Support Response Time: 24 hours; non-critical: 72 hours

#### **4. Penalty**

- a) In case of Work Order (WO) being issued to the bidder, the bidder shall start the work for the same WO within maximum of 30 days of issuance of WO. In case of failure to initiate the project in 30 days, penal provisions of 2% of the order value per month of delay shall be levied on the bidder and same shall be deductible from the vendor's payment.
- b) Delay beyond the defined time duration in delivery schedule in para under heading "**SECTION III: GENERAL REQUIREMENTS**" will attract penalty at the rate of 1% of the quoted cost per month. At the discretion of the authority during the period of penalty, the contract may be terminated at the risk and cost of the agency.
- c) For delays in critical response time, a penalty of Rs.5000/- per day and for non-critical support delay, a sum of Rs.2000/- per day will be deducted.

#### **5. Payment Terms**

<b>S. No.</b>	<b>Milestone</b>	<b>Payment</b>
1.	Completion of SRS (Software Requirements Specification) and Prototype of Solution	10 % of Development Cost
2.	Development and Deployment with Security Audit (through Cert-in empanelled agency)+ UAT + Go Live of	60%

	Solution	
3.	After 3 months of Go Live (Client Satisfaction Certificate)	30%
4.	GPU and Storage charges (as per actuals)	Payable quarterly (after Go live)
5.	Annual Maintenance Cost (includes O&M with monthly model retraining of solution)	Quarterly payment of Yearly cost

**Note:**

- i) AMC shall commence after 3 months of Go Live.
- ii) Cloud Infrastructure and Storage charges would be payable after Go Live of the Solution/Product.

## 6. Force Majeure

If either of the parties suffer delay in due execution of their contractual obligation due to the operation of one or more of the force majeure events such as but not limited to, war, flood, earthquake, strikes, lockouts, fire, outbreak of pandemic, epidemics, riots, civil commotions etc. the agreed time for the completion of respective obligations shall be extended by a period of the time equal to the period of the delay occasioned by such events. On the occurrence and cessation of any such event, the party effected thereby shall give notice in writing to the other party. Such notices are to be given within 15 days of occurrence / cessation of the event concerned. If the force majeure conditions continue beyond 30 days the parties shall mutually decide about the future course of action.

## 7. Dispute Resolution

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof.

Except where otherwise provided in the contract all questions and disputes relating to the meaning of the specifications, design, drawing, and instructions hereinbefore mentioned and so to any question, claim right, matter or thing whatsoever, in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the works, or the execution of the same whether arising during the progress of the work or after the completion or abandonment thereof but excluding disputes on workmanship which is binding on both parties, shall be referred to the sole arbitration of a person nominated by the Ministry of Culture and if the former is unable or unwilling to act to the sole arbitration, of some other person appointed by the MoC willing to act as such arbitrator. The submission shall be deemed to be submission to Arbitration under the meaning of the Arbitration & Conciliation Act, 1996 or any statutory modification or re-enactment thereof for the time being in force. The award of arbitrator so appointed shall be final, conclusive and binding on all parties to this contract.

The expenses of the Arbitrator as determined by the Arbitrator shall be shared equally by the Parties. However, the expenses incurred by each Party in connection with the preparation, presentation shall be borne by the Party itself.

#### **8. Arbitration**

All the disputes or differences arising between the parties out of or relating to the Terms & Conditions of Tender and/or subsequent agreement or breach thereof shall be settled by the sole Arbitrator who may be appointed with the consent of both the parties in accordance with the provisions of Arbitration and Conciliation Act, 1996 and any statutory modification or reenactment thereof. The place of Arbitration shall be New Delhi. The decision of the Arbitrator shall be final and binding upon both the parties. The expenses of the Arbitrator as determined by the Arbitrator shall be shared equally by the Parties. However, the expenses incurred by each Party in connection with the preparation, presentation shall be borne by the Party itself. Arbitration award shall be in writing and shall state the reasons for the award.

#### **9. Order Extension**

The tenure of the contract may be extended beyond the contract period of 3 years as per requirement at the quoted rates for a maximum of 2 years on year-to-year basis., subject to satisfactory performance of the vendor.

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## **SECTION – IV: GENERAL TERMS AND CONDITIONS**

### **1. Conflict of Interest**

- a. An Applicant shall not have a conflict of interest that may affect the Selection Process or the Consultancy (the “Conflict of Interest”). Any Applicant found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Authority shall forfeit and appropriate the Bid Security as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, the time, cost and effort of the Authority including consideration of such Applicant’s Proposal, without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise.
- b. The Authority requires that the Agency provides professional, objective, and impartial advice and at all times hold the Authority’s interest’s paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Agency shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Authority.

### **2. Number of Proposals**

No Applicant or its Associate shall submit more than one Application for the Consultancy. An Applicant applying individually or as an Associate shall not be entitled to submit another application individually, as the case may be.

### **3. Cost of Proposal**

The Applicants shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process including subsequent negotiation, visits to the Authority, Project site etc. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

### **4. Acknowledgement by Applicant**

- a. It shall be deemed that by submitting the Proposal, the Applicant has:
  - (a) made a complete and careful examination of the RFP;
  - (b) received all relevant information requested from the Authority;
  - (c) acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Authority or relating to any of the matters.;
  - (d) satisfied itself about all matters, things and information, including matters, necessary and required for submitting an informed Application and performance of all of its obligations there under;

- (e) acknowledged that it does not have a Conflict of Interest; and
  - (f) agreed to be bound by the undertaking provided by it under and in terms hereof.
5. The Authority shall not be liable for any omission, mistake or error on the part of the Applicant in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the Authority.
6. **Right to reject any or all Proposals**
- a. Notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
  - b. Without prejudice to the generality of the RFP, the Authority reserves the right to reject any Proposal if:
    - (i) at any time, a material misrepresentation is made or discovered, or
    - (ii) the Applicant does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Proposal.
3. Misrepresentation/ improper response by the Applicant may lead to the disqualification of the Applicant. If such disqualification / rejection occurs after the Proposals have been opened and the highest-ranking Applicant gets disqualified / rejected, then the Authority reserves the right to consider the next best Applicant, or take any other measure as may be deemed fit in the sole discretion of the Authority, including annulment of the Selection Process.

7. **Amendment of RFP**

- a. At any time prior to the deadline for submission of Proposal, the Authority may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFP document by the issuance of Addendum/ Amendment and posting it on the Official Website and by conveying the same to the prospective Applicants (who have purchased the RFP document) by e-mail.
- b. All such amendments will be notified through e-mail to all Applicants who have purchased the RFP document. The amendments will also be posted on the Official Website along with the revised RFP containing the amendments and will be binding on all Applicants.
- c. In order to afford the Applicants a reasonable time for taking an amendment into account, or for any other reason, the Authority may, in its sole discretion, extend the Proposal Due Date.

## **8. Language**

The Proposal with all accompanying documents (the "Documents") and all communications in relation to or concerning the Selection Process shall be in English language and strictly on the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

## **9. Performance Security**

An amount equal to **5% (five per cent) of the Agreement Value** shall be deemed to be the Performance Security for the purposes of this RFP, which is required to be submitted upon placement of work order / Letter of Award to the selected agency. This amount may be forfeited and appropriated in accordance with the provisions hereof in case of failure of the agency to deliver the required quality of deliverables.

## **10. Confidentiality**

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Applicants shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising the Authority in relation to matters arising out of, or concerning the Selection Process. The Authority shall treat all information, submitted as part of the Proposal, in confidence and shall require all those who have access to such material to treat the same in confidence. The Authority may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or the Authority or as may be required by law or in connection with any legal process.

## **11. Clarifications**

To facilitate evaluation of Proposals, the Authority may, at its sole discretion, seek clarifications from any Applicant regarding its Proposal. Such clarification(s) shall be provided within the time specified by the Authority for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.

If an Applicant does not provide clarifications sought under the RFP above within the specified time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, the Authority may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Applicant shall be barred from subsequently questioning such interpretation of the Authority.

## **12. Termination of the Contract by the Authority**



The Authority may, by not less than 30 (thirty) days' written notice of termination to the Agency, such notice to be given after the occurrence of any of the events specified in this RFP, terminate this Agreement if:

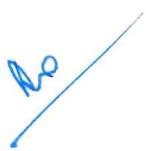
- (a) The Agency fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in a notice of suspension within 30 (thirty) days of receipt of such notice of suspension or within such further period as the Authority may have subsequently granted in writing;
- (b) the Agency becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;
- (c) the Agency fails to comply with any final decision reached as a result of arbitration proceedings;
- (d) the Agency submits to the Authority a statement which has a material effect on the rights, obligations or interests of the Authority and which the Agency knows to be false;
- (e) any document, information, data or statement submitted by the Agency in its Proposals, based on which the Agency was considered eligible or successful, is found to be false, incorrect or misleading;
- (f) as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than 60 (sixty) days; or
- (g) the Authority, in its sole discretion and for any reason whatsoever, decides to terminate this Agreement.

### **13. Termination of Agreement by the Agency**

The Agency may, by not less than 30 (thirty) days' written notice to the Authority, such notice to be given after the occurrence of any of the events specified in this RFP if:

- a. the Authority fails to pay any money due to the agency pursuant to this Agreement and not subject to dispute within 45 (forty-five) days after receiving written notice from the agency that such payment is overdue;
- b. the Authority is in material breach of its obligations pursuant to this Agreement and has not remedied the same within 45 (forty-five) days (or such longer period as the agency may have subsequently granted in writing) following the receipt by the Authority of the agency's notice specifying such breach;
- c. as the result of Force Majeure, the agency is unable to perform a material portion of the Services for a period of not less than 60 (sixty) days; or
- d. the Authority fails to comply with any final decision reached as a result of arbitration.

14. The successful agency who is awarded the work will be required to sing an agreement and the format of the agreement is given at ANNEXURE – X.
15. **Disclaimer:** This is an invitation for bids, not an offer. No contractual obligation arises until a formal contract is signed by an authorized MoC officer.

A handwritten signature in blue ink, appearing to read "MoC". It is written in a cursive style with a diagonal line through it.

**APPLICANT' INFORMATION SHEET**

<b>Applicant's Legal Name</b>	
<b>Year of Constitution/Registration</b>	
<b>Legal Address</b>	
<b>Authorised Representative</b>	
<b>PAN</b>	
<b>GST</b>	
<b>Phone numbers</b>	
<b>Email Address</b>	
<b>Website</b>	
<b>Registration with MSME etc.</b>	
<b>Address / details of its branches, if any.</b>	

(Signature of the tenderer/ Applicants)  
with company seal/rubber stamp

ANNEXURE - II

**FINANCIAL BID FORMAT**

The financial proposal should include:

1. Total cost for design, development, deployment and initial integration of the AI search engine.
2. Annual maintenance and support costs as detailed in the financial bid format for features, training and error free Operation & Maintenance.

<b>Sl. No.</b>	<b>Financial Bid Format (i)</b>	<b>Frequency (ii)</b>	<b>Duration (iii)</b>	<b>Rate in Rs. (iv)</b>	<b>Total Rs. (v)</b>	<b>Remarks (vi)</b>
1.	Design, development, Customization and deployment of Search Engine (AI) + Chatbot + Security Audits (GoLive) + Training of Model	One Time	15 Weeks	NA		
2.	Cloud Hosting Infrastructure Cost (GPU, Compute and other components)	Yearly	3 Years			Bidder has to propose the sufficient Infrastructure for achieving the required performance level as mentioned in RFP.
3.	Storage Charges considering 10 TB Storage	Monthly	36 Months			10TB cost has been asked only for calculating the overall cost. However, per TB cost will be considered on a Pro-rata basis and payment will be on actual usage only.
4.	Annual Maintenance Contract cost (AMC)	Yearly	3 Years			
Total (excluding taxes)						

**Notes:**

1. THE RATES QUOTED SHOULD BE EXCLUDING TAXES.
2. The financials for calculation formula would be derived from column number (v)
3. Storage charges as per actual shall be payable quarterly basis on monthly usage.
4. Cloud infrastructure (Hosting and Compute/GPU and other components) shall be paid on quarterly basis
5. GPU infrastructure for Inferencing must be hosted in a NIC/MeitY-empanelled Data Centre in India and should be scalable to meet the load of the users opting to make use of the AI enabled access to the portal.
6. Cost must cover all equipment, cloud infrastructure, manpower and services for 3 years.
7. Taxes will be paid as applicable with the appropriate TDS deductions.

**FORMAT FOR ANNUAL TURNOVER & PROFIT AS PER THE AUDITED ACCOUNTS TOWARDS THE QUALIFYING EXPERIENCE**

S. No.	Financial Year	Audited Turnover in Indian Rupees (INR)
1.	2022-23	
2.	2023-24	
3.	2024-25	

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(Signature of Authorized Signatory)

This is to certify that the above information has been examined by us on the basis of relevant documents; books of accounts & other relevant information and the information submitted above is as per record and as per details annexed.

Signature, Address, Seal & Membership No of Chartered Accountant.

Details of completed similar projects\* by the Agency

As per the eligibility criteria, the agency is required to provide:

- a) One work of Rs.50 Lakhs value (OR)
- b) Two works of Rs.30 Lakhs value (each).

For Additional marks, agency may list projects which are worth Rs. 1Cr. and above as well as works between Rs. 50 Lakh and Rs. 1 Cr. in the table given below:

Sl. No.	Name of the project	Cost of the Order Executed in INR	Name of the Client	Contact details of Client	Starting Date of Project	Completion Date of Project	Details/ Scope of work

\* may refer clause (i) Notes para 8 above for similar projects.

(Signature of Authorized Signatory)

**DECLARATION**

1. I/We, ----- Son / Daughter / Wife of Shri-----  
----- Proprietor / Director / Authorized signatory of the Bidder \_\_\_\_\_, mentioned above, is competent to sign this declaration and execute this tender document;
2. I/We have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;
3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am/ are well aware of the fact that furnishing any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
4. I/ We \_\_\_\_\_ do hereby declare that the entries made in the above are true to the best of my / our knowledge and also that we shall be found by the acts of my 'our duly constituted attorney.
5. I/ we hereby understand that the submission of offers / bids does not guarantee awarding the work. I/ We further understand that in case of any information submitted by me / us being found to be incorrect either before or even after the award of license, Ministry of Culture will have the right to summarily reject the bid, cancel the License or revoke the same with forfeiture of EMD / Security Deposit and license fee including debarment for a period of 3 years at any time without assigning any reason whatsoever.
6. I/We do hereby declare that I/ We hereby declare and certify that
  1. I/ we have not quoted any extra condition in this e-tender.
  2. Neither I/we/any of us is in anyway related to any employee in the Ministry of Culture.
  3. That, our firm is not involved in any Litigation or Arbitration with NCSM/ National Science Centre, Delhi during the last 05 (five) years.
  4. That our firm is not blacklisted by any organization under Government of India or state governments.

<b>Date:</b>	<b>(Signature of Applicant (s)</b>
--------------	------------------------------------

**Name**

**Seal**

**Address:**

**FORMAT FOR AVAILABILITY OF TECHNICAL TEAM.**

The bidder needs to provide the details of key team members for deployment for successful completion of the project

S.No	Key personnel / Manpower	Name and short bio, relevant experience of the project team to be given by the bidder

---

(Signature of Authorized Signatory)

**BID SECURITY DECLARATION FORM**

Date: \_\_\_\_\_

To  
\_\_\_\_\_

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of **three years** from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
  - (i) fail or refuse to execute the contract, if required, or
  - (ii) fail or refuse to furnish the Performance Security, in accordance with the RFP terms.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Date:

Signature of Authorized Person with Company Seal

**Declaration for Non-Blacklisting**

We [Insert name and address of the Vendor] solemnly declare that we will abide by any penal action such as disqualification or blacklisting or determination of contract or any other action deemed fit, taken by, the Department against us, if it is found that the statements, documents, certificates produced by us are false/fabricated.

We hereby declare that I/we have not been blacklisted/debarred/Suspended/ demoted in any Government Department in any State due to any reasons.

[Insert name and address of the Vendor with stamp and date]

Signature of the Authorized Personnel

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

**ANNEXURE - IX**

**EMPLOYEE STRENGTH CERTIFICATE**

This is to certify that [Name of the Company/Organization], a private organization registered under [Act/Registration Details, if applicable], has the following employee strength as per HR records:

Category	Number of Employees
Permanent Employees	
Contract/Outsourced Employees	
Temporary/Project-Based Employees	
Total Employees	

The above information is true and correct to the best of our knowledge and is issued on request for official use.

Authorized Signatory

Name: \_\_\_\_\_

Designation: *HR Head / Authorized Signatory*

Company Name: \_\_\_\_\_

**ANNEXURE - X**

**AGREEMENT**

ARTICLES OF AGREEMENT for the work of "Appointment of a Technology Partner for Development & Deployment of AI integration on the Ministry of Culture Website (<https://culture.gov.in>) – and subsequent Maintenance & Support." (hereinafter called the "Job") made on \_\_\_\_\_ day of \_\_\_\_\_, 202\_\_\_\_\_ between the Ministry of Culture, Shastri Bhawan, Rajendra Prasad Road, New Delhi- 110015 (Government of India), hereinafter referred to as "MoC" which expression shall include its successors and assigns on the One Part

AND

\_\_\_\_\_, hereinafter called the "Agency" which expression shall include their respective heirs, executors, administrators, and assigns on the other Part.

WHEREAS MoC being desirous of having agency services relating to the work of Development & Deployment of AI integration on the Ministry of Culture Website Services for Ministry of Culture, New Delhi mentioned, enumerated or referred to in the RFP document including Completion Schedule of the job has called for proposal and submitted their offer.

- A. The AGENCY has examined the Job specified in Bid Document (RFP) of MoC and has satisfied himself by careful examination before submitting his proposal as to the nature of the Job and local conditions, the nature and magnitude of the Job, the availability of manpower and materials necessary for the execution of Job and has made local and independent enquiries and obtained complete information as to the matters and thing referred to, or implied in LOI or having any connection therewith and has considered the nature and extent of all probable and possible situations, delays, hindrances or interferences to or with the execution and completion of the Job to be carried out under the Agreement, and has examined and considered all other matters, conditions and things and probable and possible contingencies, and generally all matters incidental thereto and auxiliary thereof affecting the completion of the Job and which might have included him in making his proposal.
- B. The RFP document with all its annexures and LOI including Completion Schedule of Job and Letter of Acceptance of proposal form part of this Agreement though separately set out herein and are included in the expression Agreement wherever herein used.

AND

WHEREAS, the MoC, having accepted the offer of the Agency as most competitive, has decided to appoint them Agency for Ministry of Culture Website (<https://culture.gov.in>) – and subsequent Maintenance & Support for Ministry of Culture, New Delhi at the values stated in bid and finally approved by MoC upon the terms and subject to the conditions of Agreement and have issued a Letter of Intent vide letter no.

\_\_\_\_ dated \_\_\_\_\_ to which the Agency has submitted their acceptance vide their letter dated \_\_\_\_\_ and deposited with the MoC a bank guarantee no. \_\_\_\_\_ dated \_\_\_\_\_

\_\_\_\_\_ valid till \_\_\_\_\_ of Rs. \_\_\_\_\_/- as performance security (@5% of the estimated value) of this agreement as provided in the said conditions.

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED AND DECLARED AS FOLLOWS:

1. In consideration of the payment to be made to the AGENCY for the Job to be executed by him the agency hereby covenants with MoC that the AGENCY shall and will duly provide, execute and complete the said Job and shall do and perform all other acts and things in the Agreement mentioned or described or which are to be implied there from or may be reasonably necessary for the completion of the said Job and at the said times and in the manner and subject to the terms and conditions or stipulations mentioned in the Agreement.
2. In consideration of the due provision execution and completion of the said Job, MoC does hereby agree with the Agreement that MoC will pay to the AGENCY the respective amounts for the Job actually done by him and approved by MoC at the amount specified in this LOI, such payment to be made at such time in such manner as provided for in the Agreement and LOI.
3. The extant terms and conditions as mentioned in the RFP published in this regard shall also cover/ govern the scope of this agreement.

All disputes and differences of any kind whatever arising out of or in connection with the contract on the carrying out of work (whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the contract) shall be referred to arbitration. In case of any legal dispute, other than the arbitration, the court of jurisdiction shall be at the place written in the first line of this agreement.

The provisions of the Arbitration & Conciliation Act 1996 or any statutory modification or re-enactment thereof and of the rules made there under for the time being in force

shall apply to arbitration proceedings.

In witness whereof the parties have executed these presents in the day and the year first above written.

Signed and delivered for and on behalf of  
**Ministry of Culture, Government of India,**  
**Shastri Bhawan, Rajendra Prasad Road,**  
**New Delhi–110015**

Signed and delivered for and on behalf of

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**Date:**

**Place: New Delhi**

IN PRESENCE OF

1.

2.

