**TENDER DOCUMENT**

**Tender No. CDIT/10/WSD-CDN/2023-24/T456 dated 09.10.2023**

**Tender for Enterprise CDN Support for live / offline Video contents published through CDIT web / mobile application**

**Centre for Development of Imaging Technology (C-DIT)**

Chithranjali Hills, Thiruvallam.P O,
Thiruvananthapuram, Kerala - 695 027
India
Phone: +91 – 471 - 2380910, 2380912, 2380953

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## 1. Notice Inviting Tender

### Tender No.: CDIT/10/WSD-CDN/2023-24/T456 dated 09.10.2023

Tender for Enterprise CDN Support for live / offline Video contents published through CDIT web / mobile application

Centre for Development of Imaging Technology (Herein after referred to as C-DIT), invites tenders from suitable eligible service providers for Enterprise CDN Support for the live / offline video content to be published through CDIT web /mobile application as per the schedule of requirements given below.

1. Important Dates & Time of the Tender shall be as below:

| Publication of Tender | 09-10-2023 |
|---|---|
| Address for communication, opening of technical & commercial bid | Centre for Development of Imaging Technology (C-DIT) Chithranjali Hills, Thiruvallam.P O, Thiruvananthapuram, Kerala - 695 027 India Phone: +91 – 471 - 2380910, 2380912, 2380953 |
| Contact details | cdit@cdit.org |
| Pre-bid queries | May be forwarded to cdit@cdit.org |
| Bid submission end date and time | 16.10.2023;   3.00 PM |
| Opening of technical bids: | 16.10.2023: 4.00 PM |
| Opening of commercial bids | Will be intimated later. |

2. Bidders shall submit an EMD amount of Rs. 2,000/- by Demand Draft drawn in favour of the Registrar, C-DIT, Trivandrum, along with the bid.

3. The tender document should be submitted as per formats along with all relevant documents in support of Qualifications and experience.

**4.** CDIT reserves the right to amend or cancel the tender in part or in full without prior notice at any point of time.

## 2. Schedule of Requirements

| Item Description | Period of contract | Tender Fee | EMD |
|---|---|---|---|
| **Enterprise CDN Support for live / offline Video contents published through CDIT web / mobile application** | 3 years | Nil | 2000 |

Director

Centre for Development of Imaging Technology
Chitranjali Hills, thiruvallom PO
Thiruvananthapuram

## 3. Guidance to Bidders

### 3.1 Introduction – Definitions

1. "CDIT / The Buyer" means Centre for Development of Imaging Technology.

2. "The Bidder / Vendor" means the individual or firm or company who participates in this tender and submits its bid.

3. "The Contractor" means the individual or firm executing the work defined in the Notice Inviting Tender.

4. "The Work Order" means the order placed for Enterprise CDN support for live/offline video contents on the Contractor duly signed by the Buyer including all attachments and appendices thereto and all documents incorporated by reference therein.

5. "The Contract" means the agreement signed between the Buyer and the Contractor as per the terms and conditions contained in the Work Order.

6. "The Contract Price" means the price payable to the Contractor under the Work Order for the full and proper performance of its contractual obligations.

7. "Non-Responsive Bid" means a bid, which is not submitted in line with the tender requirements - Terms and Conditions of the Tender, other conditions in the tender documents, EMD etc.

### 3.2 General Instructions to Bidders

1. Centre for Development of Imaging Technology, is looking for reputed, competent and professional vendors for Enterprise CDN Support for live / offline Video contents published through CDIT web / mobile application.

2. Bidders are advised to study all Technical & Commercial aspects, instructions, forms, terms and specifications in the tender document carefully before participating. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in the rejection of the bid.

3. Bids shall be submitted in two parts as follows: -

   Cover 1 – Pre-qualification cum technical bid

   Cover 2 – Price bid

4. The bidder has to hold the basic rate of the service throughout the bid validity period. GST rate at the time of billing shall be applicable.

5.  All Bidders should furnish, as part of the Bid, the Earnest Money Deposit (EMD) as indicated in the schedule of requirements of this tender. Bids without EMD will be rejected.

6.  Unsuccessful Bidder's EMD will be returned within thirty (30) days after the finalisation of Work Order.

7.  The successful Bidder has to - Execute an agreement in non-judicial stamp paper of value Rs. 200/-.

8.  CDIT reserves the right to reject any or all tenders without assigning any reason whatsoever.

9.  The tenders will be opened on the date and the time indicated. If the date of opening is declared to be a holiday, the tenders will be opened on the next working day.

10. If the order is not executed as per the manner mentioned, CDIT will be at liberty to get the work done through other sources, and to forfeit the security deposit amount of the Bidder.

11. Payment will be made on quarterly basis after submission of Invoice and duly verification by the authorized person of CDIT.

12. Jurisdiction: The Courts situated in Thiruvananthapuram alone will have jurisdiction on the Contract.

13. Conditional bids are not acceptable and are liable for rejection.

14. The Bidder shall bear all costs associated with the preparation and submission of the bid. The Buyer, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

15. All documents submitted in the tender shall be part & parcel of the agreement, to be signed with the successful bidder.

### 3.3 Preparation of Bids

#### 3.3.1 Documents comprising the bid

Bids shall be submitted in two parts as follows:

Cover 1 – Pre-qualification cum technical bid

Cover 2 – Price bid

**The bid (Cover 1) shall contain:**

1.  Company profile with full address, contact person's name and phone number.

2.  Undertaking from the Bidder in Bidder's Original Letter Head in the Format listed as Annexure-1.

3.  Copy of PAN card and GST registration of the Bidder.

4. Bidder's Audited Balance sheet. Bidder should submit at least one audited balance sheet of the past three financial years.

5. Document indicating proof of experience in web-streaming and Enterprise CDN support. Copies of experience certificate / copy of work order issued by client.

6. EMD amount (DD for Rs. 2,000/-)

7. Compliance Statement as per Annexure 3

8. Self-declaration regarding non-blacklisting.

9. Details of the Office within Kerala

**The Price bid (Cover 2) shall contain:**

1. Price Bid for the work quoted in prescribed format. (Annexure 3)

### 3.3.2 Bid Submission

1. The bidder shall submit the tender documents in sealed cover well in advance before the prescribed time.

2. **The technical bid (i.e., Pre-qualification bid) shall form Part-I of the tender and shall be put in one envelope super scribing as 'Technical bid' along with DD for 'EMD' amount.**

3. **The price bid is the Part-II of the tender & shall be put in another envelope super scribing as 'price-bid'.**

   **The above two envelopes shall then seal and put it together in another envelop, seal it properly and submit the same at the Office of the Director, Centre for Development of Imaging Technology (CDIT), Chithranjali Hills, Thiruvallam.P O, Thiruvananthapuram, Kerala - 695 027 India Phone: +91 – 471 – 2380910 on or before the due date. The envelops shall clearly contain the name and address of the bidder and Tender number and the due date for bid submission.**

### 3.3.3 Bid prices

1. Rates in the price bid format shall be entered in the following manner: The bidder has to enter the rate for the Downloads up to 1 TB per month and the rate for the additional each TB of Downloads per month. The GST amount will be extra applicable at the time of billing.

2. The bidder should be ready to commence the service from 19Oct 2023 on-wards.

3. The bidder shall quote the rate in numerals. The rates shall be in whole numbers.

### 3.4 Period of Validity of Tender (BID)

1. The Tender (Bid) shall remain **valid for a period of 90 days from the date of opening of the bid.** The bidder shall not be entitled to revoke or cancel the offer or to vary any term thereof, during the above period of validity without the consent in writing of the Buyer.

### 3.5 Bid opening and evaluation
#### 3.5.1 Opening of Bids:

1. The Buyer shall open the Bid on the Tender Opening Time and Date as notified in the Tender Notification.

2. The Buyer shall evaluate in detail the Technical Bids (Cover 1) and determine whether the bid complies with all the Qualitative Requirements.

3. Price Bids (Cover 2) of those vendors who qualify technically shall only be opened.

4. Price bid evaluation criteria

   The L1 party will be decided on totality basis.

### 3.6 Award of Contract

1. The buyer shall conduct a techno-commercial discussion with the L1 bidder.

2. The Buyer shall be the sole judge in the matter of award of contract and decision of the Buyer shall be final and binding.

3. The buyer reserves the right to cancel the contract either in part or full, if the contractor fails to deliver the service at the stipulated time, and award the same to the next successful bidder.

### 3.7 Right to accept or reject the tenders

1. Tenders not accompanied with prescribed information or incomplete in any respect, and/or not meeting prescribed conditions, shall be considered as non-responsive and are liable to be rejected.

2. The Buyer reserves the right to accept or reject any bid or a part of the bid or to annul the bidding process and reject all bids, at any time, prior to award of contract, without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Buyer's action.

3. If the bidder gives wrong information in his tender, the Buyer reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and forfeit the EMD.

4. Any correspondence after the opening of the technical bid, from the bidder, regarding the bid, unless specifically sought by the Buyer, shall not be considered.

5.  Canvassing in any form in connection with the tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing are liable for rejection.

### 3.8 Issue of Work Order

1.  Work Order will be released to the successful bidder.

2.  The contractor shall execute an Agreement with the buyer within fifteen days of issuance of Work Order.

3.  The Buyer shall be the sole judge in the matter of award of contract and decision of CDIT shall be final and binding.

## 4. General Terms and Conditions

### 4.1 Payment Terms

1. No mobilization fund will be provided by CDIT

2. Payment shall be released from CDIT Office to the contractor on a quarterly basis on submission of original invoice and supporting documents.

## 5. Force Majeure

Neither the **contractor** nor **C-DIT** shall be considered defaulting in performance of their obligations under the terms listed in this agreement, if such performance is prevented or delayed for any cause beyond the responsible control of the party affected such as war, natural calamities, hostilities, revolution, riots, fire, flood, earthquake or because of any law or other proclamations, regulations or ordinance of any Government or sub-division thereof or any other cause beyond the control of the concerned  parties which could not have been foreseen or avoided by the exercise of due diligence; provided, notices of any such cause with necessary evidence is given within a 14 day period of its occurrence or if this not possible, within a reasonable period without delay. As soon as the cause of Force Majeure has been removed, the party whose liability to perform its obligation has been affected shall notify the other party, the actual delay that might have occurred in such affected activity.

## 6. Settlement of Disputes

If any dispute arises regarding execution of this agreement, the same shall be   settled by in a court under the Thiruvananthapuram jurisdiction.

## 7. Arbitration

Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, within thirty (30) days (or such longer period

as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists. The Registrar CDIT shall appoint the single Arbitrator for settlement of any dispute with regard to this contract. The venue of Arbitration shall be Thiruvananthapuram, Kerala, India. The arbitration resolution shall be final and binding upon the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.

Indian laws shall govern this contract.

## 8. Termination

1. CDIT may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Contractor, terminate this Contract in whole or in part in any or the following events -

   ◦ If the Contractor fails to deliver any or all of the service specified in the Contract or any extension thereof granted by CDIT
   ◦ If the Contractor fails to perform any other obligation(s) under Contract.
   ◦ If the Contractor, in either of the above circumstances, does not remedy his failure within a period of 30 days after receipt of the default notice from CDIT.

   As a penalty to the Contractor, CDIT shall en-cash the EMD/retention amount. CDIT in such case shall pay for the assessed value of the executed work that can be used. No payment shall be made for the efforts put in by the Contractor in case the same are of no value to CDIT. The balance unfinished work of the project will be got done at Contractor's risk and that extra expenditure will be recovered.

2. Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by the Buyer to set off the same against any claim of the Buyer.

## 9. Eligibility Criteria

| S. No. | Clause/requirement | Documents required |
|---|---|---|
| 1 | Submission of Refundable Earnest Money Deposit (EMD) as per the instructions given in the tender document. | DD for an amount of Rs. 2,000/- |
| 2 | Bidders Should have a cumulative turnover of at least Rs 10 Lakh during the past three financial years | Copy of audited balance sheet |
| 3 | GST registration and PAN | Copy of GST and PAN |
| 4 | Bidder should have minimum 3 years of streaming experience for channels. | Copy of experience certificate / copy of work order issued by client. |

| 5 | Registered office or branch office in Kerala | Copy of certificate. |
|---|---|---|
| 6 | Bidders who are blacklisted by State or Central Government are not eligible. | Self-declaration. |
| 7 | The bidder should have an Office within Kerala. | Details of office. |
| 8 | Compliance statement with respect to all the points of the specifications duly signed should be submitted | compliant statement as per the format given in Annexure 4 |

## 10. **Scope of Work**

Provide Enterprise CDN Service for live/offline Video contents to be published through CDIT web / mobile application. Live video streams as well as recorded videos needs to be accessed by the public.

**The Bidder** providing Enterprise CDN service for live/offline video contents published through C-DIT's Web/mobile application **should adhere to the following terms and conditions.**

1. The provider should have office within Kerala.
2. The streaming should be for unlimited number of concurrent viewers and with unlimited bandwidth.
3. The firm should provide analytics dashboard to CDIT and also reports as directed by CDIT.
4. The Web Streaming should support all Operating Systems, players and Browsers.
5. There should be I phone /BB/Android Streaming support.
6. 24x7 support accessible through phone and Email.
7. Multi Bit rate streaming should be supported.  Adaptive resolutions for user end options 144p.360p,480p,720p
8. Enterprise CDN support for live/offline video content to be published through C-DIT's Web/Mobile Application.

9. The Service Provider should arrange video player for integrating the stream into CDIT website & mobile app.

10. Recorded play back of programme are to be made available

11. Provide security features like Geo blocking, Token security, Cloud storage, Domain locking, custom SSL

12. Feed should be view able from anywhere in the world.

## 11. **Schedule of Requirements**

| Sl No | Description of work | Remarks |
|---|---|---|
| 1 | Monthly charges for Enterprise CDN Service for live/offline video contents to be published through CDIT- web / mobile application. | Bidders should quote their minimum amount for the live streaming service as indicated in the description column for a data download volume of up to 1 TB per month.<br><br>Bidders are also requested to quote the rate for additional downloads above 1 TB per month, as rate per TB. |

## 12. **Price bid format**

| Sl No | Description of work | Basic rate in Rs. |
|---|---|---|
| 1 | Monthly charges for Enterprise CDN Service for live/offline video contents to be published through CDIT- web / mobile application.<br><br>(download up to 1 TB/month) | |
| 2 | Rate for additional each TB of download over and above 1 TB per month | |

**Annexure-1**

## Undertaking from bidder

(To be submitted in Letter Head)

To

The Registrar
CDIT
Chithranjali Hills, Thiruvallam.P O,
Thiruvananthapuram,

Sub:

**Ref:  Tender No. CDIT/10/WSD-CDN/2023-24/T456 dated 09.10.2023**

Sir,

I/we have downloaded tender document from the website [www.cdit.org](http://www.cdit.org)  for the Tender Schedule No:   ...............................   dated ..................... and hereby certify that I / we have read the entire terms and clauses contained therein.

Having examined the conditions of tender contract, the receipt of which is hereby duly acknowledged, I / we, undersigned, offer to provide Enterprise CDN Service for live/offline video contents to be published through CDIT web /mobile applications in conformity with tender specifications referred above and also to the said terms and conditions of contract for the sum shown in the commercial bid(s) attached herewith and made part of this bid.
I / We agree to retain the quoted price for a period of 90 days.

I/We furnish the following details for your information.

| My/Our address for communication (with Telephone/e-mail id.) | Address of our Office /Branch office in Kerala. (With Telephone/e-mail id.) |
|---|---|
|  |  |

I / We undertake, if our Bid is accepted, to execute the web streaming job as specified in the contract within 10 days calculated from the date of issue of your order.

My /our GST Number is  ....................................        and PAN is  ........................................


Name, Date, Signature and Office seal

**Annexure-2**

## Price bid format
(To be submitted in Bidder's Letter Head)

## Refer Tender No CDIT/10/WSD-CDN/2023-24/T456 dated 09.10.2023

| Sl No | Description of work | Basic rate Rs. |
|-------|---------------------|----------------|
| 1 | Monthly charges for Enterprise CDN Service for live/offline video contents to be published through CDIT- web / mobile application<br><br>(Download up to 1 TB/month) | |
| 2 | Rate for additional TB for each download over and above 1 TB per month | |

GST will be extra as applicable at the time of billing.

Name, Date, Signature, e-mail id and Office seal

**Annexure-3**

## Compliance Statement
(To be submitted in Bidders Letter Head)

### Tender No. CDIT/10/WSD-CDN/2023-24/T456 dated 9.10.2023

| Sl No | Technical Requirement | Remarks/ Variation |
|---|---|---|
| 2 | The provider should have office within Kerala. - (Liable for inspection) | |
| 3 | The video streaming should be for unlimited number of concurrent viewers and with unlimited bandwidth | |
| 4 | The firm should provide analytics dashboard at CDIT and provide reports on a daily basis. | |
| 5 | The firm should provide real time status of video streams | |
| 6 | The Streaming should support all Operating Systems, players and Browsers. | |
| 7 | There should be i phone /BB/Android Streaming support. | |
| 8 | 24x7 support accessible through phone and Email. | |
| 9 | Multi Bit rate streaming should be supported. Adaptive resolutions for user end options 144p.360p,480p,720p | |
| 10 | Default video playback / caption, in case of stream failure. | |
| 11 | The Enterprise CDN Service for live/offline video contents to be published through CDIT- web / mobile application | |
| 12 | Security features like Geo blocking, Token security, Cloud storage, Domain locking, custom SSL | |
| | Other conditions | |
| 13 | Minimum 3 years of Streaming experience | |

Name, Date, Signature, e-mail id and Office seal