



The Manager (Project Purchase)

Date: 03.05.2023

Open Tender Reference No: CS/MITE/105/2023/YOUTUBEAVDATA

GEM NAR ID: GEM/GARPTS/02052023/8C4FO64RTZVX

Due Date/Time: 23.05.2023 @ 3:00 PM

Dear Sir/Madam,

On behalf of the Indian Institute of Technology Madras, offers are invited for

## You Tube Audio Visual Data Collection and Transcription

conforming to the specifications.

Tender Documents may be downloaded from Central Public Procurement Portal <https://etenders.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled / registered in e-procurement should enroll / register before participating through the website <https://etenders.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at “**Help for contractors**”. [Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this eProcurement Portal”]

Bidders can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type ‘IIT’. Thereafter, click on “GO” button to view all IIT Madras tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <https://etenders.gov.in/eprocure/app> as per the schedule attached.

<b>1)</b>	<b>Pre-bid Meeting Details</b>	:	NA
<b>2)</b>	<b>ICSR Vendor Registration</b>	:	<b>Vendor registration code.</b> Vendor registration with IC&SR (IITM) is mandatory for bidders to participate in tenders.  <b>** For Vendor Registration &amp; Guidelines, please follow the website :</b> <a href="https://icandsr.iitm.ac.in/vendorportal">https://icandsr.iitm.ac.in/vendorportal</a> ; Helpdesk: <a href="mailto:vendorhelpdesk@icsrpis.iitm.ac.in">vendorhelpdesk@icsrpis.iitm.ac.in</a>

**No manual bids will be accepted.** All tender documents including Technical and Financial bids should be submitted in the E-procurement portal.

<b>Last date for receipt of tender</b>	:	<b>23.05.2023 @ 3:00 PM</b>
<b>Date &amp; time of opening of tender</b>	:	<b>24.05.2023 @ 3:00 PM</b>

### 3. Instructions to the Bidder:

<u>A)</u>	<b>Searching for tender documents</b>	:	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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 “<b>My Tender</b>” 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.</li> <li>• The bidder should make a note of the <b>unique Tender ID</b> assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.</li> </ul>
<u>B)</u>	<b>Assistance to bidders</b>	:	<ul style="list-style-type: none"> <li>• Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.</li> <li>• Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is [0120-4200462, 0120-4001002, 0120-4001005]</li> </ul>
<u>C)</u>	<b>Enrolment Process to Bidders</b>	:	<p><b><u>REGISTRATION</u></b></p> <ul style="list-style-type: none"> <li>• Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal <a href="https://etenders.gov.in/eprocure/app">URL:https://etenders.gov.in/eprocure/app</a> by clicking on “Online Bidder Enrolment”. Enrolment on the CPP Portal is free of charge.</li> <li>• As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.</li> <li>• 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.</li> <li>• Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.)</li> <li>• 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 DSCs to others which may lead to misuse.</li> <li>• Bidder then may log in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.</li> <li>• Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a></li> </ul>

			<ul style="list-style-type: none"> <li>Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a> under the “Information about DSC”.</li> </ul>
<b><u>D)</u></b>	<b>Preparation of bids</b>	:	<ul style="list-style-type: none"> <li>Bidder should take into account any corrigendum published on the tender document before submitting their bids.</li> <li>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 document that need to be submitted. Any deviations from these may lead to rejection of the bid.</li> <li>Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document / schedule and generally shall be in PDF / XLS formats as the case may be. Bid documents may be scanned with 100 dpi with black and white option.</li> <li>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, GSTIN Details, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “<b>My Documents</b>” area available to them to upload such documents. These documents may be directly submitted from the “<b>My Documents</b>” 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.</li> </ul>
<b><u>E)</u></b>	<b>Submission of bids</b>	:	<ul style="list-style-type: none"> <li>Bidder should log into the site well in advance for bid submission so that he/she can upload the bid in time i.e. on or before the bid submission date and time. Bidder will be responsible for any delay due to other issues.</li> <li>The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.</li> <li>Bidder has to select the bid security declaration. Otherwise, the tender will be summarily rejected.</li> <li>A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the detail with their respective financial quotes and other details (such as name of the bidder). If the BOQ file is found to be modified by the bidder, the bid will be rejected.</li> <li>The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.</li> <li>The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.</li> </ul>

		<ul style="list-style-type: none"> <li>• The uploaded tender documents become readable only after the tender opening by the authorized bid openers.</li> <li>• Upon the successful and timely submission of bids, the portal will give a successful bid submission message &amp; a bid summary will be displayed with the bid no. and the date &amp; time of submission of the bid with all other relevant details.</li> <li>• Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.</li> <li>• More information useful for submitting online bids on the CPP Portal may be obtained at: <a href="https://etenders.gov.in/e procure/app">https://etenders.gov.in/e procure/app</a>.</li> <li>• All tender documents including pre-qualification bid, Technical Bid &amp; Financial Bid should be submitted separately in online CPP portal as per the specified format only. Right is reserved to ignore any tender which fails to comply with the above instructions. <b>No manual bid submission will be entertained.</b></li> </ul>
<u>F)</u>	<b>Marking on Pre-Qualification Bid</b>	<ul style="list-style-type: none"> <li>• The bidder eligibility criteria, technical specification and supply of item for this tender is given in Annexure A.</li> <li>• The Bidders shall go through the specification and submit the Pre-Qualification bid.</li> <li>• The Pre-qualification bid should be submitted in the proforma as per Annexure-B in pdf format only through online (e-tender). No manual submission of bid will be entertained.</li> <li>• The Pre-Qualification bid should have a page-wise heading as “Pre-qualification Bid” and page no. in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents</li> </ul>
<u>G)</u>	<b>Marking on Technical Bid</b>	<ul style="list-style-type: none"> <li>• The bidder eligibility criteria, technical specification and supply of item for this tender is given in Annexure A.</li> <li>• The Bidders shall go through the specification and submit the technical bid.</li> <li>• The Technical bid should be submitted in the proforma as per Annexure-C in pdf format only through online (e-tender). No manual submission of bid will be entertained.</li> <li>• The technical bid should have a page-wise heading as “Technical Bid” and page no. in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents.</li> <li>• The technical bid should consist of bidder eligibility criteria details and all technical details along with catalogue/ pamphlet which will give a detailed description of product with technical data sheet so that technical compliance can be verified.</li> </ul>
<u>H)</u>	<b>Marking on Price Bid</b>	<ul style="list-style-type: none"> <li>• Financial bid (BoQ) should be submitted in the prescribed proforma format as per Annexure-D in xls format through e-tender only. No manual or other form of submission of Financial Bid will not be entertained</li> </ul>

4)	<p><b>EMD: Rs.3,00,000</b> /- (Rupees Three Lakhs Only) has to be paid by means of bank transfer. Bank Account Details are given below. Proof of remittance has to be enclosed along with technical tender documents; else the bid will be rejected due to non-enclosure of EMD. This Earnest Money will be returned to the unsuccessful tenderers after the finalization of the tenders. EMD will not carry any interest. EMD will not be waived under any circumstances. EMD is exempted for Micro and Small Enterprises (MSE) as defined in MSE Procurement policy issued by the department of Micro, Small and Medium Enterprise (MSME). Relevant proof of registration of MSE with the competent authority should be submitted. For others, non-submission of EMD will lead to rejection of tender at the opening stage itself.</p> <table border="1" data-bbox="188 401 1403 978"> <tr> <td>Institution Account Name</td> <td>The Registrar, Indian Institute of Technology - Madras</td> </tr> <tr> <td>Account No</td> <td>2722101003872</td> </tr> <tr> <td>Account Print Name</td> <td>The Registrar, IIT Madras</td> </tr> <tr> <td>IFSC CODE</td> <td>CNRB0002722</td> </tr> <tr> <td>Bank Name (in full)</td> <td>CANARA BANK</td> </tr> <tr> <td>Branch Name</td> <td>IIT -Madras Branch</td> </tr> <tr> <td rowspan="5">Complete Branch Address</td> <td>Canara Bank</td> </tr> <tr> <td>IIT -Madras Branch</td> </tr> <tr> <td>IIT -Madras Campus Post Office</td> </tr> <tr> <td>Sardar Patel Road</td> </tr> <tr> <td>Guindy, Chennai - 600 036</td> </tr> <tr> <td>MICR No.</td> <td>600015085</td> </tr> <tr> <td>Account Type</td> <td>Savings Account</td> </tr> </table>	Institution Account Name	The Registrar, Indian Institute of Technology - Madras	Account No	2722101003872	Account Print Name	The Registrar, IIT Madras	IFSC CODE	CNRB0002722	Bank Name (in full)	CANARA BANK	Branch Name	IIT -Madras Branch	Complete Branch Address	Canara Bank	IIT -Madras Branch	IIT -Madras Campus Post Office	Sardar Patel Road	Guindy, Chennai - 600 036	MICR No.	600015085	Account Type	Savings Account
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5)	<p><b>Performance Security: -</b></p> <p>The successful bidder should submit Performance Security for an amount of 3% of the value of the contract/supply. The Performance Security may be furnished in the form of an Account Payee DD, FD Receipt in the name of “The Registrar, IIT Madras” from any scheduled commercial bank or Bank Guarantee from any scheduled commercial bank in India. The performance security should be furnished within 14 days from the date of the purchase order.</p> <p>Performance Security in the form of Bank Guarantee: - In case the successful bidder wishes to submit Performance Security in the form of Bank Guarantee, the Bank Guarantee should be routed directly to IIT Madras from the Bank.</p> <p>The Bank Guarantee should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including the warranty obligations.</p>																						
6)	<p><b>Price:</b></p> <p>The offer/bid should be exclusive of taxes and duties, which will be paid by the purchaser as applicable. However, the percentage of tax &amp; duties should be clearly indicated separately.</p>																						
7)	<p><b>Tenderer shall submit along with this tender:</b></p> <ul style="list-style-type: none"> <li>(i) Name and full address of the Banker and their swift code and PAN No. and GSTIN number.</li> <li>(ii) GST registration proof showing registration number, area of registration etc. <ul style="list-style-type: none"> <li>a) (iii) All of your future correspondences including Invoices should bear the GST No. and Area Code.</li> </ul> </li> </ul>																						

8)	<p><b>Terms of Delivery:</b></p> <p>The tenderer should clearly indicate the time of Delivery. In case there is any deviation in the delivery schedule, liquidated damages clause will be enforced or penalty for the delayed supply period will be levied.</p>
9)	<p><b>Period for which the offer will remain open:</b></p> <p>The Tender shall remain open for acceptance/validity till: 120 days from the date of opening of the tender. However, the day up to which the offer is to remain open being declared closed holiday for the Indian Institute of Technology Madras, the offer shall remain open for acceptance till the next working day.</p>
10)	<p><b>Risk Purchase Clause</b></p> <p>In the event of failure of provision of required services within the stipulated delivery schedule, the purchaser has all the right to get services from other sources on the total risk of the supplier under risk purchase clause.</p>
11)	<p><b>Payment:</b></p> <p>No Advance payment will be made for Indigenous purchase. Payment will be made 100% after the acceptance of completeness and accuracy of the said report by the Project Coordinator at IPM Cell, IITM.</p>
12)	<p><b>Acceptance and Rejection:</b></p> <p>Failure to comply with any of the instructions stated in this document or offering unsatisfactory explanations for non-compliance will likely to lead to rejection of offers.</p> <p>(i) I.I.T. Madras has the right to accept the whole or any part of the Tender or portion of the quantity offered or reject it in full without assigning any reason.</p>
13)	<p><b>Debarment from Bidding:</b></p> <p>In case of breach of Terms &amp; Conditions, Bidder may be suspended from being eligible for bidding in any contract with the IIT Madras up to 2 Years [as per Rule 151(iii) of GFR] from the date of Tender.</p>
14)	<p><b>Disputes and Jurisdiction:</b></p> <p><b>Settlement of Disputes:</b> Any dispute, controversy or claim arising out of or in connection with this PO including any question regarding its existence, validity, breach or termination, shall in the first instance be attempted to be resolved amicably by both the Parties. If attempts for such amicable resolution fails or no decision is reached within 30 days whichever is earlier, then such disputes shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996. Unless the Parties agree on a sole arbitrator, within 30 days from the receipt of a written request by one Party from the other Party to so agree, the arbitral panel shall comprise of three arbitrators. In that event, the supplier will nominate one arbitrator and the Project Coordinator of IITM shall nominate on arbitrator. The Dean IC&amp;SR will nominate the Presiding Arbitrator of the arbitral tribunal. The arbitration proceeding shall be carried out in English language. The cost of arbitration and fees of the arbitrator(s) shall be shared equally by the Parties. The seat of arbitration shall be at IC&amp;SR IIT Madras, Chennai.</p> <p>a. <b>The Applicable Law:</b> The Purchase Order shall be construed, interpreted and governed by the Laws of India. Court at Chennai shall have exclusive jurisdiction subject to the arbitration clause.</p> <p>Any legal disputes arising out of any breach of contact pertaining to this tender shall be settled in the court of competent jurisdiction located within the city of Chennai in Tamil Nadu.</p>
15)	<p><b>Force Majeure:</b> The Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.</p> <p>For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.</p> <p>b. If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such</p>

	conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
16)	<p><b>Preference to “class I Local Suppliers”:</b> preference will be given to “<b>class I local suppliers</b>” (subject to class -I local supplier’s quoted price falling within the margin of purchase preference ) as per public procurement (preference to make in India) order 2017 .O.M No P- 45021/2/2017 – pp(BE - 11) dt 04/06/2020 subject to the conditions that the “class I Local Supplier” should agree to supply goods / provide service at L1 rate and furnish a certificate with the technical bid document that the goods/service provided by them consists local content equal to or more than 50%.( certificate from Chartered Accountant in case value of contract exceeds Rs 10 crore).</p> <p><b>**Note: Local content percentage to be calculated in accordance with the definition provided at clause 2 of revised public procurement preference to Make in India Policy vide GoI Order no. P-45021/2/2017-PP (B.E.-II) dated 15.06.2017 (subsequently revised vide orders dated 28.05.2018, 29.05.2019and 04.06.2020) MOCI order No. 45021/2/2017-PP (BE II) Dt.16th September 2020 &amp; P-45021/102/2019-BE-II-Part(1) (E-50310) Dt.4th March 2021</b></p>

17	<p><b>Preparation of Tender:</b></p> <p>The bidders should submit the bids in three bid system as detailed below.</p> <p><b>Cover I _Pre-Qualification Bid :</b> The Pre- Qualification Bid for in the Bidder Eligibility criteria I &amp; II along with all relevant proof needs to be submitted in the proforma given in Annexure – B. The proof attached should be indexed and page numbers of the attached proof should be clearly mentioned in the Pre-Qualification Bid format.</p> <p><b>Cover II _Technical Bid:</b> The technical bid should consist of technical specification compliance sheet as per Annexure-C.</p> <p><b>Cover III _Price Bid:</b> The price bid should be submitted in excel format (BoQ) as per the proforma (Annexure D) uploaded in the e-Tender web site. The Quoted price should be for the services offered and inclusive of all cost and statutory levies at IIT Madras. The vendor should Quote the cost on Per Hour Basis as per the BOQ in Annexure D.</p>
18	<p>Bid evaluation will take place in three stages.</p> <p><b>Stage I Pre-Qualification Bid evaluation</b> The Pre- Qualification Bid of the bidders will be evaluated and the bidders who have qualified all the criteria stipulated in bidder eligibility criteria I &amp; II will alone be selected and their technical bids will be opened.</p> <p><b>Bidder Eligibility Criteria I:</b></p> <p>a) As per the Government of India Order, only “Class - I Local Suppliers” and “Class - II Local Suppliers” can participate in this tender. Declaration to be submitted as per Annexure - E</p> <p>b) Bidder should confirm their acceptance that they comply with the provisions with report to “Guidelines for eligibility of a bidder from a country which shares a land border with India as detailed at Annexure-F. The bidder should submit Certificate for “Bidder from/ Not from Country sharing Land border with India &amp; Registration of Bidder with Competent Authority” as per Order of DoE F.No.6/18/2019-PPD dated 23.07.2020 as mentioned.</p> <p>c) Proof of Submission of EMD.</p> <p>d) Consent Form for the Bidder as per Annexure -G</p>

	<p>e) Declaration for Blacklisting as per Annexure - H</p> <p><b>Bidder Eligibility Criteria II :</b></p> <p>a) The Bidder's firm should have existed for a minimum of 4 years. (Enclose Company Registration Certificate)</p> <p>b) The bidder should have done at least 500 hours of transcription of audio-visual content or voice /audio content as scope of work with reputed organizations in both Academia and Deep Technology Corporate organizations in past <b>24 to 36 months</b>. Work completion certificate should be submitted by the bidder. This transcription work should be at least in any 5 of the following languages: Hindi, Urdu, Marathi, Gujarati, Bengali, Odia, Tamil, Telugu, Malayalam, Kannada and Punjabi.</p> <p>c) The bidder has reported a turnover of at least 1.5 CR in one of last three financial years. The financial statements of the bidder indicating turnover is submitted as proof of the same.</p>
<p>19)</p>	<p><b>Evaluation of Bids</b></p> <p>Bid evaluation will take place in three stages.</p> <p><b>Stage I Pre-Qualification Bid evaluation</b></p> <p>The Pre- Qualification Bid of the bidders will be evaluated and the bidders who have qualified all the criteria stipulated in bidder eligibility criteria I &amp; II will alone be selected and their technical bids will be opened.</p> <p><b>Stage II Technical Bid evaluation</b></p> <ol style="list-style-type: none"> <li>1. All bidders who qualify in the Stage I should Provide a detailed approach of implementation for data collection in Indian languages.</li> <li>2. In addition, they would transcribe 30 Minutes of data per language for 11 Indian languages. They will be evaluated for transcription correctness. Upon publishing the Pre-Qualification result IITM will forward the Data for transcription to bidders through email with time duration of 3 days for submission of transcribed data.</li> <li>3. Stage 1 Qualified bidders need to make a power point presentation before an EPC Committee. Date for presentation will be informed to bidders through email.</li> <li>4. Bidders need to submit their compliance for each language quoting as per technical criteria given in the below table.</li> </ol> <p>The technical submission, Data transcription and technical presentation together will be considered for technical bid evaluation and Language Wise Technically Qualified bidder will be announced.</p> <p>The total marks for technical bid will be for 100 marks based on the weightage of each category, out of</p>



which the bidders should score minimum 70 marks to qualify for opening of their financial bid. The Financial bids of those bidders who have scored less than 70 marks will not be opened.

The detailed scoring system for arriving at the technical score of the bidders who have qualified in Stage I is as follows

S.No	High Level Scope
1	100 to 500 hours of audio-visual data in following languages would be shared as input to the bidder. They need to transcribe audio data content as per transcription guidelines shared. The languages are 1. Hindi 2. Tamil 3. Telugu 4. Malayalam 5. Kannada 6. Gujarati 7. Marathi 8. Bengali 9. Odia 10. Urdu and 11. Punjabi

S.No	Criteria	Maximum score for Criteria	Weightage in Final Technical score
1 a)	<p>Bidder has done transcription of Video data in the following Indian Languages : 1. Hindi 2. Tamil 3. Telugu 4. Malayalam 5. Kannada 6. Gujarati 7. Marathi 8. Bengali 9. Odia 10. Urdu and 11. Punjabi</p> <p>1.This has been done for customers who are premier educational and research institutions and/or deep technology companies.</p> <p>2. The bidder has done Video data or Audio data transcription for at least 50-100 hours each in at least 5 or more of the following languages : 1. Hindi 2. Tamil 3. Telugu 4. Malayalam 5. Kannada 6. Gujarati 7. Marathi 8. Bengali 9. Odia 10. Urdu and 11. Punjabi</p> <p>Proof : Work Orders or Statement of work or Work completion certificate from customers. These documents should in their detail both the above mentioned criteria</p> <p>Proposed Scoring Criteria: a) 30-40 : If both the criteria is met completely by bidder</p> <p>b) 20-30 : If all the criteria are met partially or only one of the criteria is met completely and one of them partially</p> <p>c) 10-20 : If both the criteria is addressed partially (Work done with Academia or Corporate only and 70% of languages or 70% of expected volume of work has been done by the bidder)</p>	40	15%

	<p>Customer feedback on work executed by the bidder covering the following aspects</p> <ol style="list-style-type: none"> <li>1. Talent (Staff) Skills and capabilities of Bidder's team executing the project</li> <li>2. Adherence to Timelines</li> <li>3. Adherence to quality guidelines</li> <li>4. Repeat work done with same customer or customer has provided reference of bidder to their peers.</li> </ol> <p>The customer feedback should be submitted for at least two customers, with one of them in premier education and research domain and other corporate customer in technology domain.</p> <p><b>Proof:</b> Customer satisfaction survey done in past 2 years or customer e-mail or testimonial covering the above-mentioned aspects.</p> <p>Work Order or statement of work or work completion certificate of repeat work done with same customer needs to be attached and/or proof of reference provided by the customer of bidder's work to their peers requiring similar service</p> <p><b>Proposed Scoring Criteria :</b> a) 45-60 : Customer satisfaction is excellent for all 3 parameters (Staffing, timelines and quality) and/or repeat work has been done with same customer/s or provided reference of the bidder to their peers in same domain and having a similar need.</p> <p>b) 30-45 : Customer satisfaction is excellent for 2 of 3 parameters (Staffing , Timelines, quality) and/or repeat work has been done with same customer/s or reference of bidder's work to their peers has been done by the customer</p> <p>c) 30-45 : Customer satisfaction is excellent for all 3 parameters (staffing, timelines and quality)</p>	60	

S.No	Criteria	Maximum score for Criteria	Weightage in Final Technical score
2 a)	<p>The bidder shares the solution approach with right level of detailing of implementation of proposed scope and meeting timelines and adherence to quality guidelines.</p> <ol style="list-style-type: none"> <li>1. Process work flow for Staffing Selection and onboarding</li> <li>2. Roadmap for Implementation with required details at language level . Schedule detailing is adhering to timelines outlined.</li> <li>3. Process workflows that outline right level of detail on adhering to quality guidelines shared and to be met by deliverables to be developed by the bidder. This covers details on understanding of commonly followed transcription guidelines, use of tools in transcription and review process to adhere to quality guidelines.</li> <li>4. Tools and techniques that can enable better productivity and quality</li> <li>5. Identify key assumptions, dependencies and risks and approach with right level of detail to mitigate risks</li> </ol> <p><b>Note :</b> This criteria is evaluated on bidder's documentation as well as their technical presentation to the committee where their understanding of requirements and their solution approach alignment to requirements will get evaluated.</p> <p><b>Required :</b> Detail Solution approach is submitted covering the above mentioned aspects</p> <p>Proposed Scoring Criteria : a) 60-75: The solution approach addresses all the five criteria to a significant extent</p> <p>b) 45-59: The solution approach addresses four of the five criteria to a significant extent or addresses five criteria to some extent</p> <p>c) 30-44 : The solution approach addresses three of five criteria to a significant extent or addresses four criteria to some extent</p> <p>d) 15-29 : The solution approach addresses three of five criteria to some extent</p>	75	25%
2 b)	<p>The bidder would identify at least 4 <b>Leads (one each for languages in the North, South, East and West) with required Language, Transcription and Project Management skills</b> and with previous work experience of executing projects of similar nature as in this bid over last 12-24 months.</p> <p><b>Proof :</b> The profiles of Language-Transcription-PM leads</p>	25	

	are shared and the profiles detail their work experience in lead capacity in projects of similar nature as in this bid <b>Proposed Scoring Criteria :</b> a) 20-25: 4 Profiles shared with required delivery experience b) 15-19 : 3 Profiles shared with required delivery experience c) 10-14 : 2 Profiles shared with required delivery experience		
<b>S.No</b>	<b>Criteria</b>	<b>Maximum score for Criteria</b>	<b>Weightage in Final Technical score</b>
3	Bidder's Presentation covering their USP, why they should be chosen and their proposed solution approach Proposed Scoring Criteria : a) 80-100 : Bidder has completely understood the requirements and their proposed solution approach is aligned to requirements and is pragmatic to a great extent b) 60-80 : Bidder has understood the requirements to significant extent and their proposed solution approach is aligned to requirements and is pragmatic to a certain extent c) 40-60: Bidder has understood the requirements to some extent and their proposed solution approach is aligned to requirements and is pragmatic to some extent Note : The above mentioned scoring ranges are for committee to give a bidder a score within range based on whether they met that criteria and way they addressed the questions of the committee members.	100	20%

S.No	Criteria	Maximum score for Criteria	Weightage in Final Technical score
4a)	<p>Bidder submits proof of audio-visual inputs used by the bidder for audio transcription and details scope and total hours of transcription done in each of the following languages during the <b>years 2020-2023</b>.</p> <p>The languages are: 1. Hindi 2. Tamil 3. Telugu 4. Malayalam 5. Kannada 6. Gujarati 7. Marathi 8. Bengali 9. Odia 10. Urdu and 11. Punjabi</p> <p>Proof: Work Orders or Work Completion certificate for audio transcription done for languages in scope. This should be in tabular format that outlines the following</p> <ol style="list-style-type: none"> <li>1. Language</li> <li>2, Content Type (Audio or Audio-Visual)</li> <li>3. Proof (document attached)</li> <li>4. Total hours of transcription done</li> </ol> <p>Proposed Scoring Criteria: Subject to availability of proof, language wise total number of hours of data transcribed would be determined. The bidder who has the highest number of hours of transcription in language would get full score and for other bidders score would be normalized against the highest score. Note: The Maximum hours for normalized scoring in each language would be 1000. if bidder submits 1000 or greater than 1000 hours of transcription done, the hours for transcription considered would be 1000 only. For example, in Hindi after proof validation Bidder 1, hours of transcription are 1000 hours, Bidder 2 is 800 hours and Bidder 3 is 900 hours. Then Bidder 1 gets full score of 15, Bidder 2's score would be <math>(800/1000) * 15 = 12</math> and Bidder 3's score would be <math>(900/1000) * 15 = 13.5</math></p>	15	40%

	<p>Bidder provides details of their transcription workforce, both in-house and contract staff language wise for the following languages. The languages are 1. Hindi 2. Bengali 3. Odia 4. Telugu 5. Tamil 6. Malayalam 7. Kannada 8. Marathi 9. Gujarati. 10. Urdu and 11. Punjabi</p> <p><b>Proof 1:</b> This is in a tabular format outlining the following language wise</p> <ol style="list-style-type: none"> <li>1. Number of in-house transcribers</li> <li>2, Number of transcribers who are on contract /free-lance basis</li> <li>3. Qualification of Team: Education (Graduates/PG/PG+) and Skills (Language and Transcription proficiency)</li> <li>4. Number of hours of transcription done by their above mentioned teams in the following domains in past 12 months</li> </ol> <p>4b) a) How To Videos or Do it yourself Videos (DIY) b) Education c) News</p> <p><b>Proof 2:</b> The bidder submits work order and/or work completion certificate in transcribing audio-visual audio content in above mentioned domains in past twelve months.</p> <p>Proposed Scoring Criteria : The total team staffing score S is determined as follows where the number of employees is E and number of contractors is C, language wise. <math>S = E * 0.65 + C * 0.35</math>. The bidder with the highest score gets maximum for this criteria and for others will be normalized against that. For example, if Bidder 1 has S for Tamil as 20 and Bidder 2 has S for Tamil as 25 and if 25 is maximum S for all bidders, then bidder 2 gets 15 and bidder 1 gets <math>(20/25) * 15 = 12</math></p>	15	
	<p>4c) Bidder identifies for each of these languages a QA lead who is responsible for quality of transcription delivered by the bidder for that language. This QA lead should be a Post Graduate with specialization in language/Mass Communication/Linguistics. They should have transcription work experience of at least 5+ years and in a lead role for at least 3+ years and with responsibility for quality of delivery.</p> <p>Proof : Profile of QA lead for each language in scope of the tender is attached. Customer feedback on delivery done by the specific QA lead is attached.</p> <p>Proposed Scoring Criteria : a) 8-10: The profile meets all the required criteria including customer feedback b) 5-7 : The profile meets 2 of the criteria only</p>	10	

	<p>Bidders who qualify for technical bid phase will be provided one YT video of 30 minutes for transcription in each of languages in scope of this tender.</p> <ol style="list-style-type: none"> <li>1. The transcription guidelines would be shared with bidder along with YT Video to be transcribed</li> <li>2. The bidder will be given 4 working days to complete the transcription and submit it back to IIT Madras for evaluation</li> <li>3. The transcribed output submitted by bidder would be evaluated by IIT Madras technical team for its completeness and adherence to transcription guidelines.</li> <li>4. Based on completeness and adherence to transcription guidelines, the bidder would be awarded a score out of a maximum of 60.</li> </ol>	60	
<p><b>Stage III: Price Bid Evaluation</b></p> <p>The price bid evaluation will be based on the rate quoted for each language by the bidder for the You Tube Audio Visual Data Collection and Transcription in scope of this tender to arrive at the Lowest Bid (L1) value in each language. Financial Bid with the lowest quoted amount (L1) will be assigned a financial score of 100 and other bids will be assigned scores that are inversely proportional to their quoted amount.</p>			
20)	<p><b>Selection of successful bidder and Award of Order</b></p> <p>The successful bidder will be selected based on assessment of skills, experience, and understanding/analysis of the project scope and cost (QCBS). The total score, both technical and financial, shall be obtained by weighing the technical and cost scores and adding them up. The calculation for arriving at the total combined score (Technical and Cost) is given below.</p> <ul style="list-style-type: none"> <li>• Marks obtained by a Bidder for the technical bid = M</li> <li>• Amount quoted by the lowest bidder = L1</li> <li>• Amount quoted by a Bidder = L Points for Financial proposal of the bidder = <math>(L1/L) \times 100 = F</math></li> <li>• Combined technical and financial score (H) of the bidder = <math>M \times 0.7 + F \times 0.3 = H</math></li> </ul> <p>The combined technical and financial scores of all the bidders will be calculated as above and the bidder who secures the highest combined score (H1) will be selected as the successful contractor for each Language.</p>		
21)	<p><b>Apportion of work ( Apportion by language)</b></p> <p>The H1 bidder for Each language will be awarded the contract as per the Minimum Hours of audio transcription to be done in each Language. Based on quality of work of the selected bidder meeting the acceptance criteria, additional work up to potential maximum hours outlined in scope of this tender</p> <p>IITM reserves the rights to Cancel the contract of minimum order Qty awarded in each language in case of the requested quality criteria is not met.</p>		

22)	<p><b>Period of Service:</b>  The Transcription of Audio Content from input of You Tube CC 4.0 audio visual content for building various Speech Technologies will be initially awarded for an estimated time 100 to 500 hours in each of the following languages. The languages are Tamil, Telugu, Malayalam, Kannada, Odia, Bengali, Gujarati, Marathi, Hindi, Punjabi and Urdu. Additional requirement may arise above 100-500 hours per language and the successful bidders shall extend the service on the same agreed rate.  The total volume of work for all the 11 languages put together would be between 1100-5500 hours.</p> <p>There is a feasibility of new transcription work in same set of Indic languages that could emerge after completion of work outlined in the scope of this tender. In such a scenario, IITM reserves the right of working with same successful bidders on the same agreed rate as a continuity of this tender beyond 12 months and up to a maximum of 24 months from the date of issue of the work order for this tender</p>						
23)	<p><b>Delivery Timelines and Payment Schedule</b></p> <p><b>1. Delivery Schedule</b></p> <p>a. The transcription for each language in scope of this tender should be completed in</p> <p>i. 2 to 4 months if volume of transcription work is 100-250 hours for each specific language.  ii. 5 to 8 months if the volume of transcription work is 300-500 hours for the specific language.</p> <p>The above-mentioned timelines are applicable from time of award of work order to the selected bidder/s and it will be language wise.</p> <p><b>2. Payment Schedule</b></p> <p>a. At the end of every month the transcribed audio data will be evaluated for the quality check by IITM.  b. The maximum acceptable transcribed data Errors is 5-7%.  c. No Payments will be made for the transcribed data with more than 15% Error</p> <table border="1" data-bbox="261 1360 1458 1801"> <thead> <tr> <th data-bbox="261 1360 391 1434">S.No</th> <th data-bbox="391 1360 878 1434">Milestone</th> <th data-bbox="878 1360 1458 1434">Invoice to be submitted by the selected bidder</th> </tr> </thead> <tbody> <tr> <td data-bbox="261 1434 391 1801">1</td> <td data-bbox="391 1434 878 1801">Monthly Milestones : Number of hours of audio data transcribed by the bidder and validated by IITM and meeting quality rate agreed with bidder in acceptance criteria</td> <td data-bbox="878 1434 1458 1801">Language wise the bidder will submit the number of hours (N) of audio data transcribed in that month and certified by IITM, multiplied by the price / hour(C) for that language quoted by the bidder (N*C)  The invoice amount will be sum of (N*C) for all languages that have been awarded to the bidder and work completed and certified in that month by IIT Madras.</td> </tr> </tbody> </table> <p>d. The total hours of work considered for the payment will be only for transcribed data in hours that has been certified and meeting quality criteria (excluding data that has been flagged as errors and rework requested with the bidder)</p>	S.No	Milestone	Invoice to be submitted by the selected bidder	1	Monthly Milestones : Number of hours of audio data transcribed by the bidder and validated by IITM and meeting quality rate agreed with bidder in acceptance criteria	Language wise the bidder will submit the number of hours (N) of audio data transcribed in that month and certified by IITM, multiplied by the price / hour(C) for that language quoted by the bidder (N*C)  The invoice amount will be sum of (N*C) for all languages that have been awarded to the bidder and work completed and certified in that month by IIT Madras.
S.No	Milestone	Invoice to be submitted by the selected bidder					
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<b>24)</b>	All information including selection and rejection of technical or financial bids of the prospective bidders will be communicated through e-Tender portal. In terms of Rule 173(iv) of General Financial Rule 2017, the bidder shall be at liberty to question the bidding conditions, bidding process and/or rejection of bids.
<b>25)</b>	The tenderer shall certify that the tender document submitted by him / her are of the same replica of the tender document as published by IIT Madras and no corrections, additions and alterations made to the same. If any deviation found in the same at any stage and date, the bid / contract will be rejected / terminated and actions will be initiated as per the terms and conditions of the contract.
<b>26)</b>	The bidders will not be entertained to participate in opening of Bids, since the tender is e-tender, the opening of the bids may be checked using the respective logins of the bidders.

## **ACKNOWLEDGEMENT**

It is hereby acknowledged that I/We have gone through all the points listed under “Specification, Guidelines, Terms and Conditions” of tender document. I/We totally understand the terms and conditions and agree to abide by the same.

**SIGNATURE OF TENDERER ALONG WITH SEAL OF  
THE COMPANY WITH DATE**

**Scope of the Work.**

**You Tube Audio Visual Data Collection and Transcription  
Tender No. CS/MITE/105/2023/YOUTUBEAVDATA**

You Tube Audio Visual Data Collection and Transcription:

**High – Level Scope**

• The purpose of this tender is to identify bidders who will Transcribe the audio content in the YT CC Videos while following the transcription guidelines provided by IIT Madras in the following languages.

- Hindi,
- Punjabi,
- Urdu
- Tamil,
- Telugu,
- Malayalam
- Kannada
- Marathi
- Gujarati
- Odia
- Bengali

**Audio Transcription of Validated YT Videos**

- The scope of work is to transcribe the YT videos under CC license. The Video links will be provided by IIT Madras.
- These Videos would be in 14 topics in the following domains
  - How to Videos : Topics in this domain are
    - Technology, Cooking and House hold activities.
  - Education : Topics in this domain are
    - Health, Technology, Maths, Social science and Science
  - News : Topics in this domain are
    - Headlines, On Field reporting, Debates, Interviews/Panels, Sports News and Business News.

Transcription needs to be done for each of the following languages

- Hindi,
- Punjabi,
- Urdu
- Tamil,
- Telugu,
- Malayalam
- Kannada
- Marathi
- Gujarati
- Odia
- Bengali

- The transcription would be done on **Shoonya**, IITM provided tool for transcription of audio data.
- IIT Madras reserves the right of volume of audio-visual data in hours to be awarded to the selected bidder language wise for transcription up to a potential maximum of 500 hours. However selected bidder for each language is assured of a minimum work of 100 hours of audio transcription.
- Listen to the audio-visual content of Videos from data identification phase for each language
- The first step is to ensure segmentation to ensure audio and text are aligned.
- Listen to audio content verbatim and transcribe it following the transcription guidelines provided.
- Make only very minor changes on a need basis for better understanding and only if it is in compliance with the guidelines
- Review the transcribed text meets the guidelines provided by IIT Madras and also meets the quality norms prior to submission.

### Quality Criteria for Transcription

- The audio segmentation has been done properly.
- The quality of transcription and its adherence/conformance to transcription guidelines is at 93% or higher. The transcription guidelines are provided in the following section
- **Note** : If deliverables do not meet the above-mentioned criteria, rework must be done by the Bidder at no extra cost and as per revised schedule.

### Acceptance Criteria

A formal acceptance criteria would be discussed and agreed with the selected bidder once their bid is accepted by IIT Madras and this would be part of the work order received by the selected bidder

## Transcription Guidelines

### General principles

1. Numbers should be transcribed **as they are spoken**. For example, a. Numbers like 2005 should be transcribed as they were spoken. For example, 2005 can be spoken as “two thousand five” or “two thousand **and** five” or “two zero zero five”. Please listen to what has been spoken and transcribe it verbatim.

b. Currency Symbols: Money amounts like ₹500 should be transcribed as “five thousand rupees” or “rupees five thousand” as spoken.

c. Dates: transcribe years like 1983 verbatim as spoken - “nineteen eighty three” or “nineteen hundred and eighty three” depending on what the participant says. Do not use hyphens or do not add words like “and” if the participant has not spoken them..

— 2. Abbreviations a. Spell out abbreviations as uttered. For example: i. SBI - एसबीआई

— ii. IIT - आईआईटी

— iii. MEITY - मेइटी or एम ई आई टी वाई depending on how it was spoken

— iv. NASA - नासा or एन ए एस ए depending on how it was spoken

— b. When an abbreviation is used as a part of an inflected word, add the inflection to the end of the letter sequence: eg. in Marathi “नासाचा कार्यक्रम” (NASA’s programme).

— c. Do not abbreviate if the speaker has spoken the full form of the word. For example, words like Doctor, Mister, etc should not be abbreviated Dr., Mr. if the speaker has spoken the full-form of the words.

— 3. Compound words a. All compound words should be transcribed as per the dictionary conventions of the language. In particular, please refer to a dictionary to decide if (i) a hyphen should be added (ii) space should be added or (iii) the two words should be joined together without a space or a hyphen.

— 4. Merging of two words a. Merging of two words should not be allowed. For example in spoken form “करार्चर” should be left as “करार्चा आहे”.

- 5. Punctuations a. Although normal punctuation rules apply, it may be difficult to use the right punctuations in spontaneous conversational speech. Strive for simplicity and consistency, with the following specific guidelines: i. Terminate each sentence with a period unless a question mark or exclamation mark is clearly justified;
- ii. Use a comma instead of .. or – or fancier punctuations when speakers change thoughts or grammatical structures in the middle of a sentence;
- 
-

6. Hesitation sounds / fillers
- Hesitation sounds like “uh”, “umm”, “hmm”, should be ignored.
  - Yes/No sounds: Sounds like “uh-huh” or “um-hum” (yes) and “huh-uh” (no) for anything remotely resembling these sounds of assent or denial, you may use “yes” (हाँ), and “no” (नहीं), if that is what the words sound like.
7. Mispronunciations
- If a speaker mispronounces a word and the mispronunciation is not an actual word, transcribe the word as it was intended.
8. Partial words
- Context should be used to determine what word was intended to be spoken. If from context, a reasonable intended word cannot be determined, spell out as much of the word as it is pronounced.
9. Coinages
- If a speaker uses and gives meaning to a word that is not an actual word, spell the word out as it sounds.
  - Example: How are things for you weatherwise?
10. Non-native words (e.g., English words in Hindi speech) should be transcribed using the script of the word (English, in this case) unless the word is borrowed and nativised in the target language. For example, words like train, computer, internet are borrowed in Hindi from English and can thus be written using the Devanagari whereas English words like “work, cook, etc” which are not borrowed in Hindi but may occur in code-mixed conversations should be written using the English script.

## Indian language specific principles

Indian languages often have different written and spoken forms. This difference could either be due to dialectal variations or due to colloquial short-cuts used in spoken text. Depending on usage, there are different scenarios possible here as described in the following sub-sections.

1. Colloquial variants which are close to the standard written form: Consider the following example from Hindi,
- Standard written form: Main to nahi kar **raha** yeh sab (I will not be doing this)
  - Colloquial spoken form: Main to nahi kar **ra** yeh sab

Another example from Marathi,

- Standard written form: करार्ची आहे <karaycha ahe>
- Colloquial variant 1: करार्चीर् <karaychay>
- Colloquial variant 2: करार्चीं हार् <karaacha haay>

Another example from Tamil,

- Standard written form: உன் பெயர் என்ன? <Un peyar enna?>
- Colloquial variant 1: உம் பெர் என்ன? <Um per enna?>

- a. Standard written form: mujhe
- b. Colloquial spoken form: merko

Notice that, in this case, the colloquial “ra” is very close to the standard dictionary word “raha”. Similarly, the colloquial forms of “karaycha aahe” are very close to the standard written form but the colloquial forms do not have a standard spelling. In such cases, the colloquial spoken form can be transcribed using the closest standard form. In other words, ra will get transcribed as “raha” and both “karaychay” and “karaacha haay” will get transcribed as “karaycha ahe”

2. Colloquial/Dialectal variants which are very different to the standard written form: Consider the following examples from Hindi,

Another example from Marathi,

- a. Standard written form: tyaanna
- b. Colloquial spoken form: tyaele

Another example from Tamil,

- a. Standard written form: vandhu vettin allava
- b. Colloquial spoken form: Vandhutenilla

In the above cases, the spoken form is very different from the written form. In such cases, the word should be transcribed as it is spoken (मेरको and त्याईले in the above example)

3. Colloquial variants which do not have any equivalent form in the standard written form: These are mainly dialectal variations such as “vella” in Hindi or “kaandhuthu” (too spicy in Tamil). For such words, a spelling needs to be invented as none exists in a standard dictionary. In such cases, the transcriber should use an accepted spelling for the word or transcribe it such that the spelling is as close to the sound as possible. For example, “vella” would be transcribed as वेल्ला and would be transcribed as “காந்தத”.

**Summary:**

1. Transcribe using correct written spelling for all spoken words which are the same as standard written-language vocabulary
2. If the spoken word is very close to the written-language word then use the spelling of the written-language word
3. If the spoken word has no written language form then use standard spoken approximation for exclusively-spoken-language vocabulary

**PRE-QUALIFICATION BID PROFORMA**  
Tender No. CS/MITE/105/2023/YOUTUBEAVDATA

**Item Name: You Tube Audio Visual Data Collection and Transcription**

**Bidder Eligibility Criteria:**

I	<b>Bidder Eligibility Criteria-I (Public Procurement – Preference to Make in India)</b>	<b>Class I / Class II</b>	<b>Local Content value</b>	<b>Reference, Page No.</b>
<b>a</b>	Only ‘Class-I local suppliers’ and ‘Class-II local suppliers’, as defined under DIPP, MoCI Order No. P-45021/2/2017-PP (BE II) dated 16 <sup>th</sup> September 2020 and other subsequent orders issued therein. Declaration to be submitted as per Annexure – E			
<b>b</b>	b) Bidder should confirm their acceptance that they comply with the provisions with report to “Guidelines for eligibility of a bidder from a country which shares a land border with India as detailed at Annexure-F. The bidder should submit Certificate for “Bidder from/ Not from Country sharing Land border with India & Registration of Bidder with Competent Authority” as per Order of DoE F.No.6/18/2019-PPD dated 23.07.2020 as mentioned.			
<b>C</b>	c) Proof of Submission of EMD.			
<b>D</b>	d) Consent Form for the Bidder as per Annexure -G			
<b>e</b>	e) Declaration for Blacklisting as per Annexure - H			
II	<b>Bidder Eligibility Criteria-II</b>	<b>Compliance (Yes/No)</b>	<b>Reference Page No.</b>	<b>Remarks, If any</b>
<b>a</b>	The Bidder’s firm should have existed for a minimum of 4 years. (Enclose Company Registration Certificate)			
<b>b</b>	The bidder should have done at least 500 hours of transcription of audio-visual content or voice /audio content as scope of work with reputed organizations in both Academia and Deep Technology Corporate organizations in the <b>past 36 months</b> . Work completion certificate should be submitted by the bidder. This transcription work should be at least in any 5 of the following languages : Hindi, Urdu, Marathi, Gujarati, Bengali, Odia, Tamil, Telugu, Malayalam and Kannada and Punjabi.			
<b>c</b>	The bidder has reported a turnover of at least 1.5 CR in one of last three financial years. The financial statements of the bidder indicating turnover is submitted as proof of the same.			



**TECHNICAL BID PROFORMA**

Tender No. CS/MITE/105/2023/YOUTUBEAVDATA

Item Name: You Tube Audio Visual Data Collection and Transcription

The Bidders should submit a detailed proposal for the scope of works of this tender covering the proposed,

S.No.	Category	Criteria	COMPLIED /NOT COMPLIED	Ref. Page No.
		<p>Scope :</p> <p>100 to 500 hours of audio-visual data in following languages would be shared as input to the bidder. They need to transcribe audio data content as per transcription guidelines shared. The languages are 1. Hindi 2. Tamil 3. Telugu 4. Malayalam 5. Kannada 6. Gujarati 7. Marathi 8. Bengali 9. Odia 10. Urdu and 11. Punjabi</p>		
1.a)	Bidder Credentials	<p>Bidder has done transcription of Video data in the following Indian Languages : 1. Hindi 2. Tamil 3. Telugu 4. Malayalam 5. Kannada 6. Gujarati 7. Marathi 8. Bengali 9. Odia 10. Urdu and 11. Punjabi.</p> <p>1. This has been done for customers who are premier educational and research institutions and/or deep technology companies.</p> <p>2. The bidder has done Video data or Audio data transcription for at least 100 hours each in at least 5 or more of the following languages : 1. Hindi 2. Tamil 3. Telugu 4. Malayalam 5. Kannada 6. Gujarati 7. Marathi 8. Bengali 9. Odia 10. Urdu and 11. Punjabi</p> <p>Proof : Work Orders or Statement of work or Work completion certificate from customers. These documents should in their detail both the above mentioned criteria</p> <p>Proposed Scoring Criteria: a) 30-40 : If both the criteria is met completely by bidder  b) 20-30 : If all the criteria are met partially or only one of the criteria is met completely and one of them partially  c) 10-20 : If both the criteria is addressed partially (Work done with Academia or Corporate only and 70% of languages or 70% of expected volume of work has been done by the bidder)</p>		
1.b)		<p>Customer feedback on work executed by the bidder covering the following aspects</p> <p>1. Talent (Staff) Skills and capabilities of Bidder's team executing the project</p> <p>2. Adherence to Timelines</p> <p>3. Adherence to quality guidelines</p> <p>4. Repeat work done with same customer or customer has provided reference of bidder to their peers.</p>		

		<p>The customer feedback should be submitted for at least two customers, with one of them in premier education and research domain and other corporate customer in technology domain.</p> <p>Proof: Customer satisfaction survey done in past 2 years or customer e-mail or testimonial covering the above-mentioned aspects.</p> <p>Work Order or statement of work or work completion certificate of repeat work done with same customer needs to be attached and/or proof of reference provided by the customer of bidder's work to their peers requiring similar service</p> <p>Proposed Scoring Criteria : a) 45-60 : Customer satisfaction is excellent for all 3 parameters (Staffing, timelines and quality) and/or repeat work has been done with same customer/s or provided reference of the bidder to their peers in same domain and having a similar need.  b) 30-45 : Customer satisfaction is excellent for 2 of 3 parameters (Staffing , Timelines, quality) and/or repeat work has been done with same customer/s or reference of bidder's work to their peers has been done by the customer  c) 30-45 : Customer satisfaction is excellent for all 3 parameters (staffing, timelines and quality)</p>		
2a)	Bidder– Project Managem ent and Implement ation capability	<p>The bidder shares the solution approach with right level of detailing of implementation of proposed scope and meeting timelines and adherence to quality guidelines.</p> <ol style="list-style-type: none"> <li>1. Process work flow for Staffing Selection and onboarding</li> <li>2. Roadmap for Implementation with required details at language level . Schedule detailing is adhering to timelines outlined.</li> <li>3. Process workflows that outline right level of detail on adhering to quality guidelines shared and to be met by deliverables to be developed by the bidder . This covers details on understanding of commonly followed transcription guidelines, use of tools in transcription and review process to adhere to quality guidelines.</li> <li>4. Tools and techniques that can enable better productivity and quality</li> <li>5. Identify key assumptions, dependencies and risks and approach with right level of detail to mitigate risks</li> </ol> <p>Note : This criteria is evaluated on bidder's documentation as well as their technical presentation to the committee where their understanding of requirements and their solution approach alignment to requirements will get evaluated.</p> <p>Required : Detail Solution approach is submitted</p>		

		<p>covering the above mentioned aspects</p> <p>Proposed Scoring Criteria : a) 60-75: The solution approach addresses all the five criteria to a significant extent</p> <p>b) 45-59: The solution approach addresses four of the five criteria to a significant extent or addresses five criteria to some extent</p> <p>c) 30-44 : The solution approach addresses three of five criteria to a significant extent or addresses four criteria to some extent</p> <p>d) 15-29 : The solution approach addresses three of five criteria to some extent</p>		
2b)		<p>The bidder would identify at least 4 Leads (one each for languages in the North, South, East and West) with required Language, Transcription and Project Management skills and with previous work experience of executing projects of similar nature as in this bid over last 12-24 months.</p> <p>Proof : The profiles of Language-Transcription-PM leads are shared and the profiles detail their work experience in lead capacity in projects of similar nature as in this bid</p> <p>Proposed Scoring Criteria : a) 20-25: 4 Profiles shared with required delivery experience    b) 15-19 : 3 Profiles shared with required delivery experience</p> <p>c) 10-14 : 2 Profiles shared with required delivery experience</p>		
3	<p>Presentation (Data Collection and Transcription)</p>	<p>a) Bidder's Presentation covering their USP, why they should be chosen and their proposed solution approach</p> <p>Proposed Scoring Criteria : a) 80-100 : Bidder has completely understood the requirements and their proposed solution approach is aligned to requirements and is pragmatic to a great extent</p> <p>b) 60-80 : Bidder has understood the requirements to significant extent and their proposed solution approach is aligned to requirements and is pragmatic to a certain extent</p> <p>c) 40-60: Bidder has understood the requirements to some extent and their proposed solution approach is aligned to requirements and is pragmatic to some extent</p> <p>Note : The above mentioned scoring ranges are for committee to give a bidder a score within range based on whether they met that criteria and way they addressed</p>		

		the questions of the committee members.		
4.a	YT Language wise Criteria	<p>Bidder submits proof of audio-visual inputs used by the bidder for audio transcription and details scope and total hours of transcription done in each of the following languages during the years 2020-2023.</p> <p>The languages are 1. Hindi 2. Tamil 3. Telugu 4. Malayalam 5. Kannada 6. Gujarati 7. Marathi 8. Bengali 9. Odia 10. Urdu and 11. Punjabi</p> <p>Proof : Work Orders or Work Completion certificate for audio transcription done for languages in scope. This should be in tabular format that outlines the following</p> <ol style="list-style-type: none"> <li>1. Language</li> <li>2, Content Type (Audio or Audio-Visual)</li> <li>3. Proof (document attached)</li> <li>4. Total hours of transcription done</li> </ol> <p>Proposed Scoring Criteria : Subject to availability of proof, language wise total number of hours of data transcribed would be determined. The bidder who has the highest number of hours of transcription in language would get full score and for other bidders score would be normalized against the highest score. Note : The Maximum hours for normalized scoring in each language would be 1000. if bidder submits 1000 or greater than 1000 hours of transcription done, the hours for transcription considered would be 1000 only. For example, in Hindi after proof validation Bidder 1 , hours of transcription are 1000 hours, Bidder 2 is 800 hours and Bidder 3 is 900 hours. Then Bidder 1 gets full score of 15, Bidder 2's score would be <math>(800/1000) * 15 = 12</math> and Bidder 3's score would be <math>(900/1000) * 15 = 13.5</math></p>		

4.b		<p>Bidder provides details of their transcription workforce, both in-house and contract staff language wise for the following languages. The languages are 1. Hindi 2. Tamil 3. Telugu 4. Malayalam 5. Kannada 6. Gujarati 7. Marathi 8. Bengali 9. Odia 10. Urdu and 11. Punjabi</p> <p><b>Proof 1:</b> This is in a tabular format outlining the following language wise</p> <ol style="list-style-type: none"> <li>1. Number of in-house transcribers</li> <li>2, Number of transcribers who are on contract /free-lance basis</li> <li>3. Qualification of Team : Education (Graduates/PG/PG+) and Skills (Language and Transcription proficiency)</li> <li>4. Number of hours of transcription done by their above mentioned teams in the following domains in past 12 months <ol style="list-style-type: none"> <li>a) How To Videos or Do it yourself Videos (DIY)</li> <li>b) Education</li> <li>c) News</li> </ol> </li> </ol> <p><b>Proof 2:</b> The bidder submits work order and/or work completion certificate in transcribing audio-visual audio content in above mentioned domains in past twelve months. Proposed Scoring Criteria : The total team staffing score S is determined as follows where the number of employees is E and number of contractors is C, language wise. <math>S = E * 0.65 + C * 0.35</math>. The bidder with the highest score gets maximum for this criterion and for others will be normalized against that. For example if Bidder 1 has S for Tamil has 20 and Bidder 2 has S for Tamil as 25 and if 25 is maximum S for all bidders, then bidder 2 gets 15 and bidder 1 gets <math>(20/25) * 15 = 12</math></p>		
4.c		<p>Bidder identifies for each of these languages a QA lead who is responsible for quality of transcription delivered by the bidder for that language. This QA lead should be a Post Graduate with specialization in language/Mass Communication/Linguistics. They should have transcription work experience of at least 5+ years and in a lead role for at least 3+ years and with responsibility for quality of delivery.</p> <p><b>Proof :</b> Profile of QA lead for each language in scope of the tender is attached. Customer feedback on delivery done by the specific QA lead is attached.</p> <p><b>Proposed Scoring Criteria :</b></p> <ol style="list-style-type: none"> <li>a) 8-10: The profile meets all the required criteria including customer feedback</li> </ol>		

		b) 5-7 : The profile meets 2 of the criteria only		
4.d		<p>Bidders who qualify for technical bid phase will be provided one YT video of 30 minutes for transcription in each of languages in scope of this tender.</p> <ol style="list-style-type: none"> <li>1. The transcription guidelines would be shared with bidder along with YT Video to be transcribed</li> <li>2. The bidder will be given 4 working days to complete the transcription and submit it back to IIT Madras for evaluation</li> <li>3. The transcribed output submitted by bidder would be evaluated by IIT Madras technical team for its completeness and adherence to transcription guidelines.</li> <li>4. Based on completeness and adherence to transcription guidelines, the bidder would be awarded a score out of a maximum of 60.</li> </ol>		

**SIGNATURE OF BIDDER ALONG WITH  
SEAL OF THE COMPANY WITH DATE**

**FINANCIAL BID (PROFORMA) – BILL OF QUANTITIES (BOQ)**

**Item Name: You Tube Audio Visual Data Collection and Transcription**  
**Tender No. CS/MITE/105/2023/YOUTUBEAVDATA**

S. No	Description of work	Quantity	Units	Basic Rate/Hour in INR	GST %	Total Amount with taxes in INR
1.	<b>Tamil</b>	1	HR			
2.	<b>Telugu</b>	1	HR			
3.	<b>Malayalam</b>	1	HR			
4.	<b>Kannada</b>	1	HR			
5.	<b>Marathi</b>	1	HR			
6.	<b>Gujarati</b>	1	HR			
7.	<b>Bengali</b>	1	HR			
8.	<b>Odia</b>	1	HR			
9.	<b>Hindi</b>	1	HR			
10.	<b>Urdu</b>	1	HR			
11.	<b>Punjabi</b>	1	HR			
	<b>Grand Total</b>					

Total Amount Rupees in words \_\_\_\_\_

Note:1. Financial bid (BoQ- Excel File) should be uploaded in the eProcurement portal, financial bid column only.

2.Price of the Technically Qualified languages will only be considered for Price Bid Evaluation.

**FORMAT FOR AFFIDAVIT OF SELF-CERTIFICATION UNDER PREFERENCE TO MAKE IN INDIA –  
PER ITEM**

**Tender Reference Number:**

**Name of the item / Service:**

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

I/We \_\_\_\_\_ S/o, D/o, W/o, \_\_\_\_\_

Resident of \_\_\_\_\_

Hereby solemnly affirm and declare as under:

That I will agree to abide by the terms and conditions of the Public Procurement (Preference to Make in India) Policy vide GoI Order no. P-45021/2/2017-PP (B.E.-II) dated 15.06.2017 (subsequently revised vide orders dated 28.05.2018, 29.05.2019 and 04.06.2020) MOCI order No. 45021/2/2017-PP (BE II) Dt.16th September 2020 & P- 45021/102/2019-BE-II-Part (1) (E-50310) Dt.4th March 2021 and any subsequent modifications/Amendments, if any and

That the local content for all inputs which constitute the said item/service/work has been verified by me and I am responsible for the correctness of the claims made therein.

<b>Tick (✓) and Fill the Appropriate Category</b>	
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 50% and come under “ <b>Class-I Local Supplier</b> ” category.
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to 20% but less than 50% and come under “ <b>Class-II Local Supplier</b> ” category.

- The details of the location (s) at which the local value addition is made and the proportionate value of local content in percentage

Address \_\_\_\_\_ Percentage of Local content: \_\_\_\_\_%

For and on behalf of ..... (Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors)

<Insert Name, Designation and Contact No.>

[Note: In case of procurement for a value in excess of Rs. 10 Crores, the bidders shall provide this certificate from statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.]

**This letter should be on the letterhead of the quoting firm and should be signed by a competent authority. Non-submission of this will lead to Disqualification of bids.**



(To be given on the letter head of the bidder)

Tender Ref. No. \_\_\_\_\_

Dated: \_\_\_\_\_

**CERTIFICATE**

*(Bidders from India)*

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I am not from such a country.

**OR (*whichever is applicable*)**

*(Bidders from Country which shares a land border with India)*

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I from \_\_\_\_\_ (Name of Country) and has been registered with the Competent Authority. I also certify that I fulfil all the requirements in this regard and is eligible to be considered. *(Copy/ evidence of valid registration by the Competent Authority is to be attached)*

Place:

Date:

Signature of the Tenderer  
Name & Address of the  
Tenderer with Office Stamp

(To be given on the letter head of the bidder)

Tender Ref. No. \_\_\_\_\_

Dated: \_\_\_\_\_

**TO WHOMSOEVER IT MAY CONCERN**

In response of IIT Madras’s Bid for the “Call For Collaborative Participation in the \_\_\_\_\_ for building various Speech Technologies”, I \_\_\_\_\_ (Representative of the Company/Organization) on behalf of \_\_\_\_\_ (Name of the company/organization), bearing CIN. \_\_\_\_\_ (preferred), having registered office at \_\_\_\_\_ do hereby give my unconditional irrevocable consent to IIT Madras, to collect, retain and use in various ways, the transcribed speech data and/or audio recorded on \_\_\_\_\_ (date of recording).

Further, in exchange of sufficient consideration, \_\_\_\_\_(name of the organization/company) do unconditionally irrevocably assigns all its rights and/or ownership in the transcribed speech data, recorded video and audio and provide a lifetime access to IIT Madras.

\_\_\_\_\_ (name of the company/organization) shall be personally responsible for the validity of the rights and ownership of the data collected and shall hold IITM harmless from any complaint, infringement proceedings, and/or any claim made by a third-party.

\_\_\_\_\_ (name of the company/organization) do understand that IIT Madras can lawfully use the transcribed speech data, recorded video and audio.

Signature:

Name:

Place :

Date:

**Self-Declaration that the Service Provider has not been blacklisted**

(To be given on the letter head of the bidder)

I

.....

..... S/o ..... R/o

..... police station ..... District .....

..... Director/ partner/ sole proprietor (Strike out whichever

is not applicable) of .....

..... (Firm or Company) do hereby declare and solemnly affirm:

- i. That the Firm .....  
has not been Blacklisted or declared  
insolvent by any of the Union or State Government / Organization.
- ii. That none of the individual / firm / Company Blacklisted or any partners or shareholder thereof  
has any connection directly or indirectly with or has any subsistence interest in the deponent  
business / firm company.
- iii. That neither the Firm nor any of its partner has been involved / convicted in any criminal case /  
economic offence nor any criminal case / economic offence is pending against firm or any  
partner of the Firm before any Court of Law / Police.

Place:

Signature of the Tenderer

Date:

Name & Address of the  
Tenderer with Office Stamp