



**GOVERNMENT OF INDIA
HIGH COMMISSION OF INDIA, KUALA LUMPUR**

No. Q/Prop/885/01/2020(Vol.III)

Dated: 14.02.2024

**NOTICE INVITING LIMITED TENDER ON HIRING SERVICE OF PRIVATE AGENCY
FOR DIGITAL AI BASED AVATARS, MULTI-LINGUAL VIDEO & ANIMATION SERVICES
TO HIGH COMMISSION OF INDIA**

High Commission of India, Kuala Lumpur invites bids from registered companies for supply of services for digital Artificial intelligence (AI) based avatars including creation of multi-lingual AI videos animation with the following scope of work:

- a) Building an AI Brand Ambassador for High Commission with Malaysian face and voice capabilities
- b) To create videos at scale for events, awareness campaigns, notification sharing on social media
- c) Creating AI based personalized video messages for the High Commission
- d) Creation of contextual and informative videos
- e) AI based Video Script Generation
- f) AI based Language Translation
- g) Conversion of PPT to animated Video to be read by AI Avatars
- h) Deployment of a dedicated project team for High Commission services
- i) Video editing services

2. Bids should indicate the name and address of the tenderer to identify the bid and to enable the bid to be returned unopened in case it is declared 'late' or 'rejected'. In case the bids are submitted online, it must be password protected.

3. The Bids must be valid for 21 days.

4. Tender must specify number of days required to supply the above items after award of tender.

5. **SUBMISSION OF BIDS:** The bids should be submitted in two sealed envelopes (Envelop A "Technical Bid Documents", Envelop B – "Financial Bid Documents") or in two password protected documents if submitted by email. The two envelopes containing 'A' & 'B' must be duly super-scripted with above titles and put in another sealed envelop super-scripted with the title 'Hiring Service of Private Agency for Digital AI based Avatars, Multi-lingual video & Animation Services to High Commission of India". In case bids are submitted by email, the two documents must have separate passwords. Both documents must be submitted together. Password for the financial document shall be shared only at time of opening of the financial bids. Bids may be submitted in two different envelopes as per details given below:-

I. TECHNICAL BID:

The technical bid documents sealed should contain documents regarding company details and the services offered, technical specifications of the company, necessary company registration details, undertaking that the company agrees to the terms and conditions of the Tender documents. Relevant documents in this regard may be enclosed. Details of previous projects may also be attached with some illustrations.

II. **FINANCIAL BID:** The second envelope/document (marked as **Envelope “B”** and superscripted as **Financial Bid**) should provide items-wise charges, in RM/USD/INR.

III. Bid applications should be addressed to the **HOC & Second Secretary, High Commission of India, Kuala Lumpur, Level 1, Wisma HRIH Lotus, 442, Jalan Pahang, Setapak, 53000 Kuala Lumpur, Federal Territory of Kuala Lumpur, Malaysia** and must reach High Commission of India before last date of submission of bids. If submitted via email, the applications should be sent to hoc.kl@mea.gov.in with a copy to inf.kl@mea.gov.in before the due date. Any query in this regard may be sent well in time to inf.kl@mea.gov.in.

6. **Important schedules and dates are as under:**

| S. No. | Key Events | Date/time |
|--------|---|---|
| 1. | Date of publication of tender | 14.02.2024 |
| 2. | Bid Submission Start date | 14.02.2024 |
| 3. | Bid Submission End Date | 05.03.2024 |
| 4. | Date of Technical/Financial bid Opening | 07.03.2024 (1630 hrs MYT, 1400 hrs IST) |
| 5. | Venue for opening tender | High Commission of India, Kuala Lumpur, Level 1, Wisma HRIH Lotus, 442, Jalan Pahang, Setapak, 53000 Kuala Lumpur, Federal Territory of Kuala Lumpur, Malaysia. Participant may also join by VC. |

7. **TERMS AND CONDITIONS:**

The terms and conditions for Mission's proposal are elaborated below. The prospective bidders may examine the terms and conditions carefully and submit their quotations if they feel confident that their firm/company can meet the desired requirements of high quality and time bound transportation.

(a) The firm should have sufficient work experience in the area of services solicited and good credentials supplying to Government Offices/Institutions/ reputed private firms. Documents in support to the same must be submitted with the quotation.

(b) The validity of the quotations, i.e. rates quoted, should be valid for a period of two year from the dates of intimation / approval by High Commission of India, Kuala Lumpur

(c) The term of the contract shall be for 1 year and can be extended by the High Commission for a period of another one year on basis of assessment at the end of the contract on the same rates.

(d) The prospective bidders should submit Bid Security Declaration as per the undertaking in the enclosed format along with their quotation.

9. PERFORMANCE GUARANTEE:

At the time of award of contract, the companies shall be required to submit performance guarantee in the form of banker's cheque, bank draft or bank guarantee equal to 3% of the annual value of the contract. The Performance Guarantee shall remain valid for a period two months beyond the date of completion of all contractual obligations. This performance guarantee instrument has to be couriered/submitted by the company/firm to High Commission of India, Kuala Lumpur at their own cost.

10. The Competent Authority reserves the right to reject any or all the bids without assigning any reason and the decision of the competent authority of the High Commission of India, shall be final and binding

(N. Sivan)
Head of Chancery
High Commission of India,
Kuala Lumpur
14.02.2024

| |
|---|
| <u>Name of Work:</u> - Hiring Service of Private Agency for Digital AI based Avatars, Multi-lingual video & Animation Services to High Commission of India |
|---|

Declaration in lieu of Bid Security Amount

I, _____ on behalf of company
M/s _____ (name of Company) having office at
_____ hereby declares that my financial bid for the work “Hiring
Service of Private Agency for Digital AI based Avatars, Multi-lingual video & Animation Services to
High Commission of India, Kuala Lumpur shall remain valid till 7 March 2024. I undertake that I will
not withdraw or modify my bid till 7 March 2024.

I also undertake that upon award of work, I will submit the Performance Guarantee as required
under the contract. I understand that in the event of not submitting the Performance Guarantee or if I
fail to execute the work, my company shall NOT be considered for any work in the High Commission of
India for a period of two years starting from the date of award of work.

(Signature with name and address)
Office Seal of the Company