



REQUEST FOR PROPOSAL (RFP)

Selecting Agencies to assist in

“Creation of required Digital assets at temple premises and provide necessary infrastructure and services for conducting ‘Rudrabhishekam, Maha Mrtiyunjay Jaap and other temple services’ through two way Voice/ Video connectivity in different geographies of the world with a sizeable interested Population viz North America, Europe, S.E. Asia, North Africa, Australia, Fiji, Mauritius etc.”

Disclaimer

The information contained in this Request for Proposal (RFP) Document or subsequently provided to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of Shri Kashi Vishwanath temple trust or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP Document and all other terms and conditions subject to which such information is provided. This RFP Document is not an agreement and is not an offer or invitation by the Tendering Authority to any party other than the bidder who are qualified to submit the Bids ("Bidders"). The principle of this RFP Document is to provide the Bidder(s) with information to support the formulation of their Proposals.

This RFP Document does not purport to contain all the information each Bidder may entail. This RFP Document may not be apposite for all persons, and it is not possible for Tendering Authority, its employees, or advisors to consider the investment objectives, financial situation, and needs of each Bidder who reads or uses this RFP Document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and where necessary obtain independent advice from appropriate sources.

The Tendering Authority, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document. The Tendering Authority may in its absolute discretion, but without being under any obligation to do so, update, improve or supplement the information in this RFP Document.

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1. Introduction

Standing on the western bank of India's holiest river Ganges, Varanasi today is the oldest surviving city of the world and the cultural capital of India. It is in the heart of this city that there stands in its fullest majesty the Kashi Vishwanath Temple in which is enshrined the Jyotirlinga of Shiva, Vishweshwara or Vishwanath. Here gravitate the teeming millions of India to seek benediction and spiritual peace by the darshan of this Jyotirlinga which confers liberation from the bondages of Maya and the inexorable entanglements of the world. A simple glimpse of the Jyotirlinga is a soul-cleansing experience that transforms life and puts it on the path of knowledge and bhakti. Vishweshwara Jyotirlinga has a very special and unique significance in the spiritual history of India. Tradition has it that the merits earned by the darshan of other jyotirlinga scattered in various parts of India accrue to devotee by a single visit to Kashi Vishwanath Temple.

Deeply and intimately implanted in the Hindu mind, the Kashi Vishwanath Temple has been a living embodiment of our timeless cultural traditions and highest spiritual values. The Temple has been visited by all great saints- Adi Shankaracharya, Ramakrishna Paramhansa, Swami Vivekanand, Goswami Tulsidas, Maharshi Dayanand Saraswathi, Gurunanak and several other spiritual personalities. The Kashi Vishwanath Temple attracts visitors not only from India but abroad as well and thereby symbolises man's desire to live in peace and harmony with one another. Vishwanath being a supreme repository of this spiritual truth thus strengthens the bonds of universal brotherhood and fellow feeling at the national as well as global levels.

Shri Kashi Vishwanath Special Area is the area under the jurisdiction of Shri Kashi Vishwanath temple trust (SKVT), to create and maintain cultural, spiritual, mythological and architectural aesthetics for the promotion of tourism in accordance with his rich cultural heritage.

Currently SKVT offering a few prepaid online services through a single booking system to help the devotees across the world. A few services being offered online are:

A. Sugam Darshan:

This is a special process for quick queue-less, hassle-free darshan experience. It has been designed for devotees with time constraint, divyangs or any such disability who cannot afford to wait in queue. In this process a Shastri accompanies the devotee for darshan directly without queue and special Prasad is provided to the devotee.

B. Daily Aartis:

The Aarti is done at the end of the Pooja. Aarti is considered as the way to complete the puja successfully as it is believed to forge the mistakes if any, remained during the Pooja. The aarti at Shri Kashi Vishwanath temple is performed in a very extravagant manner and is a delight to join. Not only it offers you peace and pleasure at the moment, but aids in seeking the blessings of the Lord. The Mangala Aarti is performed at 3 to 4 A.M, Mid-Day Bhog Aarti is performed from 11:30 to 12 AM, from 7 to 8:30 PM Sapta Rishi Aarti is done and the Shayan Aarti starts at 10:30 PM.

C. Rudrabhishek:

Rudra is a famous name of Lord Shiva. The essence of this puja is the holy chant of Sri Rudram from the Yajur Veda and giving a holy bath to Shivling with many materials including Panchamrit or fruit salad soaked in honey This is one of the most powerful forms of worships in Hinduism and is believed to bless the devotees with prosperity and peace and remove the sins of many births.

D. Mahadev Pooja

E. Cruise Tour

2. Goals and Objectives

Shri Kashi Vishwanath Temple Trust (SKVT) wants the Bidder directly or with his Consortium to:

- Cover the five (5) Garbhagriha Aartis live over the top (OTT Platform) via use of high-quality camera hardware and advanced cloud software as a solution.
- Developing a technology solution to facilitate Rudrabhishekam via use of two (2) - way video communication enabled hardware and application software.
- Collaborate and enhance existing IT and logistic platform for value added services e.g. delivery of ashes from sites in India and abroad to the Kashi Vishwanath temple (Asthi Visarjan) to be subsumed in the Ganges after performing all the rituals. If need be, provide a warehouse for storage of the ashes as per Hindu rituals.
- Provide the supply chain support for Value added services e.g. to bring the ashes (after being packed) to the Temple Trust warehouse from where the ashes will be taken for their last rites as per the traditions and will be recorded live. Live recording need to be shared with the stakeholders.
- Bidder need to promote the SKVT services in listed geographies/region. Following regions are in scope
 1. Asia
 2. Africa
 3. North America
 4. South America
 5. Europe
 6. Australia and New Zealand
- This bid document is based on the retainership fees and revenue sharing model based on geographies identified. The retainership fees for each region will be 5 lacs yearly which need to be paid to trust on quarterly basis.
- Bidder need to provide IT infrastructure and hardware set up assistance to SKVT for enabling these services from temple premises. Infrastructure need to be scalable and Brand and Technology neutral.

3. Instructions to Bidders

A. Important Dates

Sr. No.	Particulars	Requirements, Dates and Timelines
1	Date of issue of the RFP	19-10-2019
2	Last date and time for submission of bidder queries	25-10-19 05:00 p.m
3	Date of final submission	31-10-19 03:00 p.m
4	Announcement of Shortlisted Agencies	31-10-19 05:00 p.m

5	Date of presentation of shortlisted agencies	06-11-19 03:00 p.m
6	Final award of proposal	08-11-19 03:00 p.m

Note:

- Incomplete proposals that do not have the required information will not be considered.
- Once submitted the agencies will not be allowed to submit any missing documents, unless asked by SKVT or specific exemptions are agreed by the trust.
- Proposals received after the date of final submission will not be considered.
- SKVT reserves the right to change the above dates or close this request for proposals as per its requirements.

B. Tender Fees

The Tender Document can be obtained from Shri Kashi Vishwanath Temple Trust Office by paying 5000.00 INR or

Through Banker's Cheque / Demand Draft Should be in Indian Rupees 5,000.00 (Five Thousand only) and from any Scheduled Bank in favour of Shri Kashi Vishwanath Mandir Trust (Payable at Varanasi)

C. Earnest Money Deposit (EMD)

EMD: Bidder will submit the EMD along with Technical BID, to Shri Kashi Vishwanath Mandir Trust.

- I. The Bidder shall furnish an Earnest Money Deposit (EMD) amounting to Rupees 1, 00,000 (Rupees One Lakh Only) along with the technical bid.
- II. The EMD shall be in Indian Rupees and shall be in the form of Bankers

Cheque or Demand Draft from any of the Scheduled Bank in favor of "**Shri Kashi Vishwanath Mandir Trust**" payable at Varanasi.

The earnest money of unsuccessful Bidders / Consortium of Bidders shall be refunded on request by the Bidder after final award of the Work Order

D. General Conditions

- i. The Bidder can bid individually or with partners by forming a pre bid consortium. The details i.e. names of the companies who are a part of the consortium will need to be submitted along with the bid. Formation/Modification of the consortium post bidding may lead to the cancellation of the bid if not duly approved by SKVT.
- ii. In case the bid is made by a Consortium, the nominated lead bidder will need to be stated as a one-point contact for any clarification/execution. The lead bidder will co-ordinate with SKVT for all matters related to the bid and his partners.

- iii. Each partner in the consortium should have a clear and defined role in the activity that it would perform for a seamless activity.
- iv. The lead partner should have the requisite experience as stated in this RFP and the other partners should be sufficiently qualified as per the criterion stated in this RFP.
- v. All contents of the Proposal should be clearly numbered, indexed and arranged in a sequence and shall be bound firmly.
- vi. The Proposal shall contain no interlineations or overwriting, except as necessary to correct errors made by the official of SKVT himself or herself. The person who signs the proposal must put initial against such corrections.
- vii. The proposals shall be signed and submitted by the Authorized Signatory of the Bidder/Consortium.
- viii. The Bidder/Consortium shall bear all costs associated with the preparation and submission of their proposals. SKVT is not bound to accept any or all proposals and reserves the right to annul the selection process at any time prior to award of contract, without any liability to SKVT.
- ix. The Proposal to be submitted by the Bidder/Consortium should be firm and valid for a period of 60 (sixty) days from the last date of submission of the proposal.
- x. Bidder/Consortium may seek clarifications, any request for clarification must be sent in writing, fax or e-mail to SKVT prior to the last date.
- xi. Physical papers are to reach SKVT office as per the date and time mentioned in this document. It is the responsibility of the Bidder/Consortium to submit the bid before the last date and time at the address as mentioned in the document above, and SKVT shall not be responsible for any delay due to post/courier/any other reasons.
- xii. At any time before the submission of Proposals, SKVT may amend this document by issuing an addendum, which shall be binding on the Bidder/Consortium.
- xiii. SKVT will select the Bidder/Consortium who has scored the highest as per the evaluation criteria
- xiv. Misrepresentation/ improper response by the Bidder/Consortium may lead to the disqualification of the Bidder/Consortium. If such disqualification/ rejection occurs after the Proposals have been opened and the highest-ranking Bidder/Consortium gets disqualified/ rejected, then SKVT reserves the right to consider the next best Bidder/Consortium, or take any other measure as may be deemed fit in the sole discretion of SKVT, including annulment of the Selection Process.
- xv. The selected Bidder/Consortium may be invited for negotiations, if felt necessary by SKVT. If such negotiations do not result in a conclusion, SKVT shall have the right to invite the next Bidder/Consortium (second highest scorer) for negotiations and finalization.
- xvi. SKVT, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
 - a. Suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
 - b. Consult with any Bidder/Consortium in order to receive clarification or further information;
 - c. Retain any information and/or evidence submitted to SKVT by, on behalf of and/or in relation to any Bidder/Consortium; and/or

- d. Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder/Consortium.
- xvii. The Bidder/Consortium shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by SKVT or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder/Consortium and SKVT shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by the Bidder/Consortium in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

E. RFP Document Submission

- i. The Proposal shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. The person or personnel who sign the Proposal must initial any such corrections.
- ii. The proposal should have a detailed explanation of strategy and implementation
- iii. The Authorized Representative of the Bidder/Consortium should initial all pages of the proposal.
- iv. Following documents have to be submitted
 - a. The Bidder or at least one constituent of the Consortium should be in operation since past 5 years or more. Please submit the certificate of incorporation
 - b. Technical and Financial details of the Bidder the lead constituent of the Consortium
 - c. Detailed list for team composition and their CV's
- v. The Proposal shall bear the Name of the Assignment, submission address, etc. The Proposals must reach SKVT on or before the last date of submission mentioned in the notice inviting tender.
- vi. SKVT may, in its sole discretion, reject any Proposal that is not responsive to the submissions mentioned above.
- vii. Financial Proposal
 - The quote should be unconditional and single.
 - The fee quoted should be exclusive of Service Tax/GST.
- viii. The proposal should be indicated in the Indian Rupees. Proposal in any other currency would not be accepted and is liable to be rejected

F. Proposal Evaluation

Methodology

1. Each proposal received will be evaluated and a determination will be made if it meets the minimum requirements. Failure to meet these requirements will be a cause for elimination the proposal from further consideration.
2. SKVT reserves the right to reject any and all proposals, to waive any technicalities, informalities and irregularities, to accept or reject all or part of the proposal, and to be the sole judge of the suitability of the proposals offered.

3. Evaluation of the proposals will be made by our Evaluation Committee. In addition to evaluating written proposals, oral interviews may be requested.
4. The criteria presented below have been tailored to the requirements of this RFP. Bidder/Consortium should note that these criteria serve to:
 - i. The Bidder or at least one constituent of the Consortium should have a minimum 3 years of experience as Information Technology Firm.
 - ii. The Bidder/Consortium should demonstrate experience in Web/Software Development.
 - iii. The Bidder/Consortium having experience in Cloud Based services like live streaming shall be preferred.
 - iv. Experience in Over the Top (OTT) is preferred.
 - v. The Bidder/Consortium should demonstrate experience in implementing similar type of project.
 - vi. The Bidder or at least one constituent of the Consortium should be based/have presence in the state of Uttar Pradesh (preferred) else should definitely be a valid Indian entity.
 - vii. The Bidder/Consortium should have in an inhouse logistics infrastructure or should have a tie up with a logistics company with presence across the continents they are bidding for.
 - viii. The Bidder/Consortium should have been incorporated before submission of the bid documents; the registration certificate/authority letters should be submitted along with the bid.

4. Mode of Engagement

SKVT is offering an opportunity of a long-term relationship on a fixed annual retainership and revenue generated sharing basis for a period of 03 (Three) years, for different geographies, which is extendable up to another 05 (Five) years on year on year basis. The annual retainership fees and the revenue generated share shall be paid to the trust on a quarterly (03 month) basis. Though SKVT at its own cost shall endeavour to provide uninterrupted connectivity and access to Garbhagriha to install High Definition Cameras and microphones as necessary, provided the IT infrastructure and hardware plan is provided by the bidder well in advance, bidders are encouraged to create and maintain these facilities and deduct cost on such an act from revenue to be shared every quarter.

Bidders will be engaged region wise, Total six regions (Asia, Africa, North America, South America, Europe and Australia & New Zealand) are in scope. Successful bidder(s) will be selected region wise based on the highest revenue sharing % quoted.

5. Eligibility Criteria

S. No.	Minimum Qualification Criteria	Bidding Entity/Consortium
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1	At the time of Bidding, the Bidder/Consortium should have 24X7 access to the logistics team in the territories of the proposed operations.	Must meet the requirement
2	The Bidder/Consortium should have a minimum of 04 people on board who are trained in WordPress, Copywriting, search engine optimization, social media marketing, Influencer marketing, SMS Marketing, e mail marketing, and web analytics. In addition to these resources, experienced resources in editorial content would also be required. (Certification if any will be preferred)	Must meet the requirement
3	The Bidder/Consortium should not have had a complaint or litigation on performance failure with any Government or Private Client at the time of bidding.	Must meet the requirement
4	The Bidder or at least one constituent of the Consortium should have a minimum 3 years of experience as Information Technology Firm.	Must meet the requirement
5	The Bidder/Consortium should demonstrate experience in Web/Software Development and cloud based solutions.	Must meet the requirement
6	The Bidder/Consortium should demonstrate experience in implementing similar type of project.	Must meet the requirement
7	The Bidder or at least one constituent of the Consortium should be based/have presence in the state of Uttar Pradesh (preferred) else should definitely be a valid Indian entity.	Must meet the requirement
8	The Bidder/Consortium should have an inhouse logistics infrastructure or should have a tie up with a logistics company with presence across the continents they are bidding for.	Must meet the requirement
9	The Bidder/Consortium should have been incorporated before submission of the bid documents; the registration certificate/authority letters should be submitted along with the bid.	Must meet the requirement

6. Submission of Bids

A. Address:

The address for bid submission is:

Chief Executive office,

Shri Kashi Vishwanath Temple

Goyanka Bhavan,

Varanasi U.P

7. Scope of Work

A Shri Kashi Vishwanath temple trust (SKVT)

For live coverage of Aartis:

There are five Aartis that are carried out by the Shastris at the Garbhagriha Every day. SKVT shall provide a special unit of panoramic live streaming high-resolution camera in the Garbhagriha to cover all the five Aartis each day. SKVT shall provide the RTMP input into the streaming cloud that can be delivered on an OTT web or mobile application platform over a connected live setup. The live streaming video should be experience on OTT web and mobile application platform. (Refer the Technical document annexed)

For Remote Rudrabhishekam:

At present, the Rudrabhishekam is carried out by the shastris on physical premises at Kashi Vishwanath Temple. Shri Kashi Vishwanath Temple Trust wants to include a technology model that Rudrabhishekam and other services can be done by devotees sitting in remote locations.

SKVT will identify all the eligible Shastris to build a certified/verified database of authorized Shastris who will be booked for virtual Rudrabhishekam.

The Shastri will have tablets provided with pre-installed bilingual application client over which the Shastris will have an authorized sign-on for secure access. The tablet device units will sport an embedded high-quality front-cam and mic with active noise cancellation that will be mounted on tri-step monopods and Shastris will be able to start the Rudrabhishek as per the slot bookings made against the Shastris daily availability schedule.

For Internet Connectivity:

SKVT shall arrange for a dedicated leased line from any leading ISP or a dedicated network tower that can connect to an ISP's base transceiver station (BTS) for seamless connectivity which can meet the requirements mentioned above. A backup line shall be provisioned for.

B Bidder/Consortium

A complete and comprehensive narrative or outline presentation describing how the scope of work will be implemented and desired outcomes, accomplished. The technical approach should be organized along the technical selection criteria.

- **Understanding of the Assignment**

Provide an overview of your understanding of the scope of work and your experience of working in the proposed assignment. List the assumption you have made regarding how you will execute the project. Analyze, summarize or compare about the project in a certain way.

- **Proposed Solution**

Provide an overview of how you intend to undertake the proposed assignment (approaches/strategies; collaboration with the other organizations, if any; etc), to dealing the tasks for completion of the assignment with timelines; about your organization's ability to be able to provide the services proposed. Deployment and Delivery plan should be included.

- **Methodology**

Provide an overview of the strategy for successfully managing the assignment to ensure the identification and communication of work activities and schedules. Define the combination of logically related practices, methods and processes that determine how best to plan, develop, control and deliver a project throughout the continuous implementation process until successful completion and termination. The issue resolution and quality assurance (QA) approach should be shared to meet our diverse and demanding needs.

For live coverage of Aartis:

- The live streaming video should be made available on OTT, Web and Mobile Application platforms.

For Remote Rudrabhishekam:

- Develop a technology model that can virtualize the entire Rudrabhishekam experience.
- In association with SKVT identify all the eligible Shastris to build a certified/verified database of authorized Shastris who will be booked for virtual Rudrabhishekam. Develop a web and mobile application platform to record/receive time-zone specific bookings, accept payments and assign bookings based on the requests made.
- Facilitate the Remote Rudrabhishekam experience on portable devices via native-built applications. On the scheduled time slot - the customer (or Jajmaan) will join in for the virtual Rudrabhishek session with the (randomly) assigned Shastri who will perform the Rudrabhishek remotely via account secure application.
- Each and every session will have a timer indicator which will reflect on both ends to help the ritual get completed in time. The session will be carried out a fixed place on temple premises and during the running session the customer (or Jajmaan) will be able to see the activities performed inside the respective Mandap.
- Once a session is complete, the application platform should instantly show up the next slot booked to keep the Shastri informed about the upcoming schedule. Post completion of the ritual, the Prasad will be safely packaged and sent to the customer (or Jajmaan) via logistics division with intimation on dispatch event.

Logistics for Value added services (Asthi-Visarjan)

- Provide End-To-End service in packing, transporting (through air) and delivering the Ashes from all major locations in India to Varanasi.

- Provide End-To-End service in packing, transporting (through air) and delivering the Ashes from all major locations in Europe (including the UK), US, Australia, Canada and other countries to Varanasi.
- Provide Airport pickup (already packed ashes as per international standards) from all major airports from across the world and deliver to Varanasi.
- Hire and manage the warehouse and the inventory for the ashes which are sent from across the world for their last rites.
- The Logistics company through its own/associated//allied company should have 100 (or more) number of offices in India.
- The Logistics company through its own/associated//allied company should have 10 (or more) number of offices Globally.
- The Logistics company should be preferably registered with the Startup India Programme under DIPP.
- The Logistics company should have an order and tracking software for implementation of the project.

Others

- Bidder need to use existing Booking portal and Apps currently used by SKVT for providing additional SKVT services.
- To ensure cost effective way to supply and generate larger revenue to the Trust, Bidder need to use existing IT infrastructure and add through its own logistics operations should focus to supply large/bulk quantities of prasad to Mandirs across India and abroad, including religious functions.
- The solution should also have functionality for point to point and point to multi-point video /audio calling capability.
- The solution should provide codec / infrastructure that help compression of data to Conserve bandwidth.
- The solution should provide collaboration tools and the vendor should configure the same to make use of the tool.
- The Bidder/Consortium should provide Business Process Integration (BPI) solution i.e. to simplify and integrate all forms of communications in view to optimize business processes and reduce the response time, manage flows and eliminate device and media dependencies and should integrate the same.
- The solution should be user friendly.
- The solution should provide enough security from unauthorized participation of unsolicited members.
- The Bidder/Consortium will monitor the whole system centrally for proper functioning of the systems.
- The training will cover installation, implementation, administration, usage, troubleshooting and interpretation of reports, logs etc.
- The Bidder/Consortium will provide the complete documentation of the project both in hard copy and soft copy.
- These security measures should be an integral part of the product.
- It is mandatory that the proposed solution provide multiple levels of access for users, managers, administrators etc., depending on their roles.

8. TECHNICAL DOCUMENT

The key facets of the project which shall be implemented in the first phase:

1. Covering the five (5) “Garbh Griha aartis” live over the top via use of high-quality camera hardware and advanced cloud software as a solution.
2. Developing a technology solution to facilitate virtual “Rudrabhishekam” via use of two (2) - way communication enabled hardware and application software.

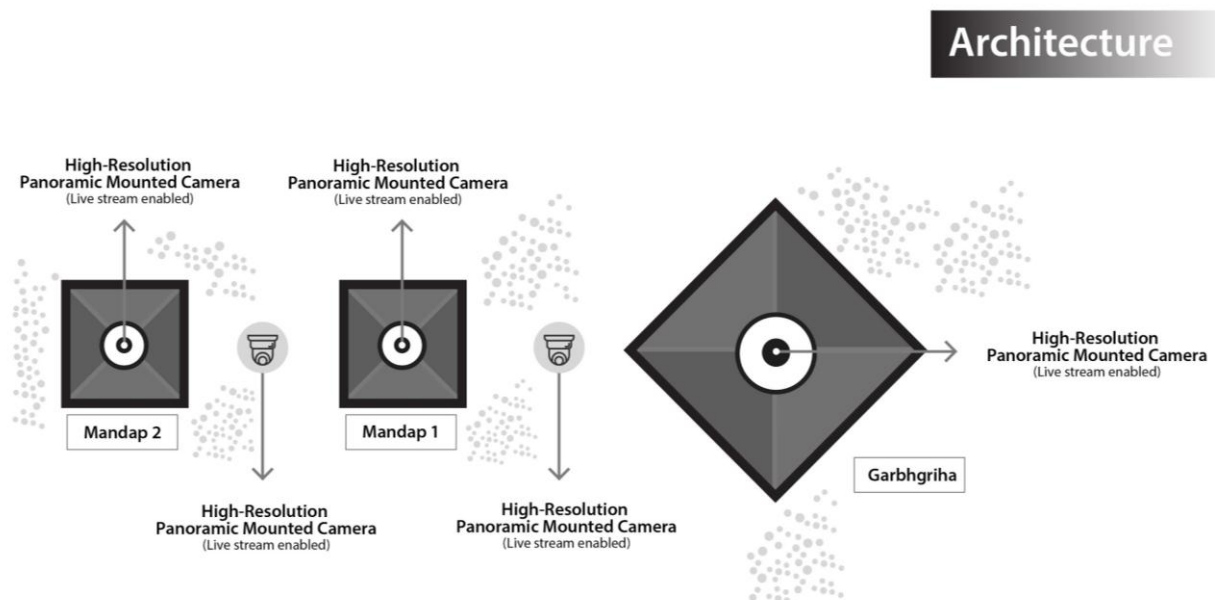
Broad Plan

For live coverage of “Aartis”:

There are five (5) aartis that are carried out by the Shastri’s at “Garbh Griha” of which only one (1) aarti i.e. “Bhoga Aarti” happens during the daytime. Following are the steps which will be involved:

1. Setting up a special unit of panoramic live streaming high-resolution camera into the “Garbh Griha” to cover all the five (5) aartis each day.
2. Getting the RTMP (Real Time Messaging Protocol) input into the streaming cloud that can be delivered on an OTT web or mobile application platform over a connected live setup.

Proposed Architecture



For Remote “Rudrabhishekam”:

At present, the “Rudrabhishekam” is carried out by the shastris on physical premises at Kashi Vishwanath Temple. Including a technology model that can virtualize the entire “Rudrabhishekam” experience will require the steps as under:

1. Identify all the eligible Shastri's to build a certified/verified database of authorised shastri's who will be booked for virtual "Rudrabhishekam".
2. Develop a web and mobile application platform to record/receive time-zone specific bookings, accept payments and assign bookings based on the requests made.
3. Facilitate the virtual "Rudrabhishekam" experience on portable devices via native-built applications.
4. On the scheduled time slot - the desirous customer (or jajmaan) will be able to join in for the virtual Rudrabhishek session with the (randomly) assigned Shastri who will perform the Rudrabhishek remotely via an account secure application.
5. The Shastri's will have tablets provided with pre-installed bilingual application client over which the shastri will have an authorized sign-on for secure access.
6. The tablet device units will sport an embedded high-quality front-cam and mic with active noise cancellation that will be mounted on tri-step monopods and shastri's will be able to start the Rudrabhishek as per the slot bookings made against the Shastri's daily availability schedule.
7. Each and every session will have a timer indicator which will reflect on both ends to help the ritual get completed in time.
8. The session will be carried out a fixed place on temple premises and during the running session the customer (or jajmaan) will be able to see the activities performed inside the respective mandap.
9. A panoramic high-res camera will cover the area between the mandaps for capturing ambience.
10. Once a session is complete, the application platform will instantly show up the next slot booked to keep the Shastri informed about the upcoming schedule.
11. Post completion of the ritual, the prasad will be safely packaged and sent to the customer (or jajmaan) via logistics division with an intimation on dispatch event.

Related Hardware Pictures (for reference purposes only):



For Internet Connectivity

Required:

1. True and steady speed of at least 2 Mbps for the live stream capture within “Garbh Griha” for broadcasting “Aartis”.
2. Wireless connectivity for tablet devices with a minimum speed of 1 Mbps per device which will be used to carry out the virtual “Rudrabhishekam”, and similarly for each additional device.

Options for having internet connectivity among the devices:

Dedicated leased line from any leading ISP which can meet the requirements mentioned above. Required with a backup line.

OR

A dedicated network tower that can connect to an ISP’s base transceiver station (BTS) for seamless connectivity. Required with a backup line.

9. Appendices and Sample Formats

APPENDIX I

Sr. No.	Enclosures to the Envelope - 1 & Envelope 2	Status (Submitted/Not Submitted)	Comments, if any
Envelope 1			
1	Covering letter in the format provided in Appendix II - Format for Covering Letter		
2	General Information of the Bidder/Consortium in the format provided in Appendix III – General Information (Cover 1)		
3	Certificate of Incorporation		
4	Certificate of Registration/ Incorporation that the sole bidder/ lead bidder in consortium legally registered in India under relevant (Companies Act/ Partnership Act etc.)		
5	Appendix V & VI		
Envelope II			
1	Bidder/Consortium will be required to submit the Financial Proposal as per the format provided at Appendix IV – Format for Financial Proposal (Envelope-2)		

APPENDIX II - FORMAT FOR COVERING LETTER

(On the letterhead of the Bidder/ lead bidder in consortium)

Date:

To

<<Name and address of the Authority>>

Dear Sir/ Madam:

Sub:

Being duly authorized to represent and act on behalf of..... (hereinafter referred to as "the Bidder/Consortium"), and having reviewed and fully understood all of the proposal requirements and information collected and provided to us, the undersigned hereby submits the Proposal on behalf of *(Name of the Bidder/Consortium)* in response to the RFP for the abovementioned project of <<>> at <<>>, with the details as per the requirements of the RFP, for your evaluation.

We confirm that our proposal is valid for a period of 60 days from *(insert the Bid Due Date)*.

We understand that any omission, commission, miss-statement in factual statements made by us will make our Bid invalid at any time during the course of Bidding Process and also after award of the project. SKVT reserves the right to take appropriate action accordingly. We understand that SKVT reserves the right to accept or reject any or all the Bids and reserves the right to withhold and/or cancel the Bidding Process.

We also hereby agree and undertake as under:

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Bid is unqualified and unconditional in all respects and we agree to the terms of the Service Agreement.

Yours faithfully,

For and on behalf of

Name of Bidder/Consortium

Duly signed by the Authorized Signatory of the Bidder (Name, Title and Address of the Authorized Signatory)

APPENDIX III – GENERAL INFORMATION (COVER 1)

(To be provided for all bidders/Consortium)

1. Bidder details
 - a. **Name of The Bidder/Consortium:**
 - b. **Bidder’s Constitution (Proprietorship / Partnership / Private Limited / Public Limited):**
 - c. **Country of Incorporation:**
 - d. **Address of Corporate Headquarters and Its Branch Office(S), If Any, In India:**
 - e. **Date of Incorporation and/or Commencement of Business**

2. Details of individual (s) who will serve as the point of contact / communication within the
Company:
 - a. **Name:**
 - b. **Designation:**
 - c. **Company:**
 - d. **Address:**
 - e. **Telephone Number:**
 - f. **E-Mail Address:**
 - g. **Fax Number:**

3. Name, Designation, Address and Phone Numbers of Authorized Signatory of the Bidder:
 - a. **Name:**
 - b. **Designation:**
 - c. **Company:**
 - d. **Address:**
 - e. **Telephone Number:**
 - f. **E-Mail Address:**
 - g. **Fax Number:**

.....

Signature of the Authorized Person

(Name, Designation and Address)

APPENDIX IV – FORMAT FOR FINANCIAL PROPOSAL (ENVELOPE-2)

Date:

To

CEO

Shri Kashi Vishwanath Temple Trust

Varanasi

Dear Sir/ Madam

Ref: Appointment of agencies for providing various SKVT services through two-way Voice/ Video connectivity in different geographies of the world

Financial Proposal

The Financial Proposal, including the retainer ship fee should be as per the following format.

Financial Bid Parameter	Region	% Value (in Number)	% Value (In Figures)
% of Net Revenue to be given to SKVT by Company/Consortium	Asia		
% of Net Revenue to be given to SKVT by Company/Consortium	Africa		
% of Net Revenue to be given to SKVT by Company/Consortium	North America		
% of Net Revenue to be given to SKVT by Company/Consortium	South America		
% of Net Revenue to be given to SKVT by Company/Consortium	Europe		
% of Net Revenue to be given to SKVT by Company/Consortium	Australia & New Zealand		

Notes

- a. Revenue will be calculated and shared on Quarterly basis.
- b. Successful bidder(s) will be selected region wise based on the highest revenue sharing % quoted.

For and on behalf of:

Signature:

(Authorized Representative and Signatory of the Bidding Company)

Name of the Person:

Designation:

SEAL OF THE BIDDING ENTITY

APPENDIX V: TEAM COMPOSITION

The Bidder/Consortium shall propose team consisting of staff / experts to take care of all aspects of the assignment

Sr. No.	Name of Key Expert	Educational Qualification	Area of Expertise	Post Qualification relevant experience in number of years

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

Address:

APPENDIX VI: CURRICULUM VITAE (CV) FOR KEY STAFF

END OF DOCUMENT