



**REQUEST FOR PROPOSAL (RFP) FOR
TENDER NOTICE FOR CONCEPTUALIZATION, FABRICATION AND
MAINTENANCE OF TAXPAYERS' LOUNGE OF INCOME TAX
DEPARTMENT AT EAST HIMALAYAN TRADE FAIR (HEREIN REFERRED
AS EHTF, GUWAHATI) FROM 1ST TO 8TH OCTOBER, 2023**

F.No.Pub-1(46)/PR, P&P/2023-24/703

DATE: 23.08.2023

DIRECTORATE OF PUBLIC RELATIONS, PUBLICATIONS & PUBLICITY
DIRECTORATE GENERAL OF ADMINISTRATION AND TAXPAYER SERVICES
CENTRAL BOARD OF DIRECT TAXES
DEPARTMENT OF REVENUE, MINISTRY OF FINANCE
6TH FLOOR, MAYUR BHAWAN, CONNAUGHT CIRCUS
NEW DELHI-110001



**DIRECTORATE OF INCOME TAX
(PRINTING, PUBLICATION & PUBLICITY)
6th Floor, Mayur Bhawan, Connaught Circus, New Delhi – 110001**

F.No.Pub-1(46)/PR, P&P/2023-24/703

Date:23.08.2023

Advertised (Open) Tender Notice for conceptualization, fabrication and maintenance of Taxpayers' Lounge of Income Tax Department at East Himalayan Trade Fair (herein referred as EHTF, Guwahati) from 1st to 8th October, 2023

The Directorate of Income Tax (PR, P&P) invites advertised (open) tenders under two-bid system (Technical and Financial Bids in separate envelope) from reputed agencies for conceptualization, fabrication and maintenance of Taxpayers' Lounge of Income Tax Department during East Himalayan Trade Fair (herein referred as EHTF, Guwahati) from 1st to 8th October, 2023. Specification of the job and other terms and conditions are available in the tender document available on our Departmental website i.e. www.incometaxindia.gov.in and on www.e-procure.gov.in.

Sealed bids in prescribed format (superscribed "Technical Bid" and "Financial Bid" respectively) along with EMD of **Rs.2,00,000/-** drawn in favour of **ZAO, CBDT, New Delhi** and addressed to Directorate of Income Tax (PR,P&P), 6th Floor, Mayur Bhawan, Connaught Circus, New Delhi-110001 should be placed in one sealed envelope superscribed **conceptualization fabrication and maintenance of Taxpayers' Lounge of Income Tax Department at East Himalayan Trade Fair (herein referred as EHTF, Guwahati) from 1st to 8th October, 2023** and should be delivered in the Room No. 620, 6th Floor, Mayur Bhawan, Connaught Circus, New Delhi-110001 latest by **14th September, 2023 at 5:00 PM**. The Pre-Qualification (checklist) and technical bids will be opened on **15th September, 2023, 12: 30 PM** in Library Hall, 6th Floor, Mayur Bhawan, Connaught Circus, New Delhi. Bidders may, if they so desire, send representative to be present at the time of opening of the technical bid as well as financial bid. Eligible agencies should be ready to make presentation on **18th September, 2023** the time and place of which would be intimated separately. The financial bids will be opened on **19th September, 2023 at 03: 00 PM**.

The Directorate reserves the right to reject/cancel the tender process at any time without assigning any reason thereof. For any query in the matter, contact may be made at email ID delhi.dit.pub1@incometax.gov.in

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2. **Specification of work:**

2.1 Sealed quotations are invited for the following work:-

Setting up of Taxpayers' Lounge at 13th East Himalayan Trade Fair (hereinafter referred to as EHTF), Guwahati. The Taxpayers' Lounge have to be fabricated in allocated space to the Department as per approved floor plan in space of 36 sqm. .and for a duration of 8 days. In this regard, conceptualization, making of design, modification of designs from time to time as per the requirement and instructions of the Directorate, presentation of the designs , modifications thereof as per requirements, presentation of the revised design/model before the Directorate and upon selection of the design, model, fabrication of the actual Taxpayers' lounge as per the requirement, specification, time schedule and instructions by the Directorate and maintenance of the same during operation of the Taxpayers' lounge is the work required to be undertaken on a **turnkey basis**. The selected agency is being referred as "agency" hereafter.

3. **Scope of Work**

3.1 The scope of work of the Taxpayers' Lounge for each venue, within the technical and financial bid is as below and should include the following:

- The Taxpayers Lounge should be fabricated as per approved floor plan (in a space of 36 sq. meter.).
- The Taxpayers Lounge would be setup for a period of eight (8) days i.e. from 1st to 8th Oct, 2023
- The fabrication of the Taxpayers' Lounge, stall set up expenses, standees, branding, activities and other charges for electricity, water, Municipal Charges etc. for the space would be borne by the Agency.
- The backdrop and facade for the Taxpayers' Lounge has to be aesthetically designed by the agency on the theme "*The Vibrant North East*", which is the theme given by ITPO. With this underlying theme, the Agency is required to showcase the Income Tax Department.
- Flooring of the Taxpayer's Lounge should be at a height of 4 inches having laminated/vitrified tiles/ wooden flooring with sufficient packing below to minimize floor vibration. No wires etc. should be visible.

- Adequate number of Planters with well painted pots and healthy plants for the Taxpayers' Lounge for increasing aesthetic appeal.
- One Executive Sofa set which will have one 3 seater sofa and 2 one seater sofas alongwith 1 round table.
- One Store area cum pantry with shelves to store the books, stationery, brochures, pamphlets etc.
- One reception counter will be there where general information will be provided and the footfall will be recorded.
- Following three kiosks/counters need to be setup in Taxpayers' Lounge:
 - One Informational Kiosk/counter for displaying the latest development in TDS provisions/revised tax rates/updated ITR filing procedures/ changes to deductions/exemptions etc.
 - One Grievance Registering Kiosk/ counter for providing services to the taxpayers for registering, recording and facilitation of grievance filing.
 - One Educational Kiosk/counter containing comic books, board games (subject to availability and price ramifications) to make kiosk more attractive for future taxpayers and visitors.
 - Any other kiosks as directed by Directorate of PR,P&P.
 - (The above is subject to changes 10 days prior to the event as directed by the Directorate of PR, P&P).
- These kiosks/counters should be provided with adequate furniture/chairs and storage space.(minimum 12 chairs for above mentioned 3 kiosks .2 elegant glass round tables alongwith 2 sleek chairs for each table. Provision for one dozen extra (foldable) chairs for seating within the lounge must also be made).
- Four (4) Laptops shall be provided for the counters (one for each) alongwith a provision of continuous high speed Internet connection [4G/5G dongle]. This shall be the sole responsibility of the agency.
- Agency may ensure enough walking space inside the Taxpayers' Lounge.
- Provision of one (1) all-in-one computer with touch screen podium, placed on a smart and sleek mounting for use for e-brochures.
- 2 brochure stands to be provided by the Agency.

- Provision for at least two (2) CCTV cameras in Lounge area alongwith recording of live feed and live streaming with live stamps.
- Provision of two (2) LED/HD screens (minimum 42” inches) and one (1) LED/HD screen (minimum 55” inches) alongwith laptops for running videos/presentations.
- Provision of HD quality still photography and video clips, digital album for each venue for all days. A small 5 minute video film from inauguration to closing to be made by the Agency.
- The Lounge should be adequately illuminated and aesthetically lit.
- High Quality sound system having combined output of 1600 Watt for making announcements as well as providing audio to the film being run on the LED screens.
- Provision of one wi-fi enabled colour laser printer at the lounge for administrative work.
- Branding and signage including standees etc. should be backlit with bright LED module.
- Provision for high quality Hindi, English and local language -speaking manpower in adequate numbers to manage the kiosks including host, Quiz Master, supervisor, cleaners, security guards, technicians, etc.
- The agency should also arrange for execution of (a) Nukkad Natak/Pantomime (b) Conduct of Quiz (c) Drawing/painting/caricature activities etc. which would be performed during the said period. The activities mentioned above are suggestive in nature and the agency is expected to come up with other innovative ideas of engaging/ any other creative manner in which the public/taxpayers can be engaged.
- The Agency shall also design the content for print ad, pamphlets, brochures, radio jingles, TV spots in Hindi, English and regional language as required by and directed by Directorate of PR, P&P. The payment for content creation shall be made as per pre-approved rates of CBC (earlier BOC) as per rate card dated 24.05.2012 for radio, TV, miscellaneous creatives and rate card dated 08.07.2010 for print media creatives.
- The agency shall distribute promotional prizes / giveaways/ gift items for children and other taxpayers/Dignitaries with proper branding of the Income

Tax Department, subject to the maximum limit of Rs.1,20,000/- (inclusive of applicable taxes). The giveaways for each venue of the Taxpayers' Lounge shall be total 100 for 8 days maximum average cost of Rs.150/- per unit.

- Miscellaneous expenses required for smooth running of the Lounge upto Rs 50,000/-.
- Tea/coffee vending machine and provision for meal/snacks etc for the personnel deputed as well as Dignitaries visiting the Taxpayers' Lounge would be upto Rs. 50,000/-.
- The agency would also arrange for execution of creative crowd gathering activities like Nukkad Natak, Magician, Quiz Master etc.
- This Directorate will share soft copies of its copyrighted Characters i.e. "Taxa", "Jaankari Babu" & "Taxpari". Cut-outs of decent sizes of these characters shall be printed and selfie points will be made which will be placed in appropriate places/entrance of Taxpayers' Lounge.
- The agency shall bear the expense related to any other statutory charges and obligations when booking a space i.e. water charges, electricity charges, Municipal charges etc. and will also be required to obtain all the statutory clearances from the local administrations etc.
- Reporting has to be done two (2) times in a day as per format prescribed by the Directorate.
- At least two (2) supervisory personnel from the agency must be present for all activity days, in addition to technical personnel, Emcee, Hosts, Quiz Master, Magician etc.
- The work has to be completed by the agency 1 day prior to the launch of the Taxpayers' lounge by evening 5 pm. Apart from penalty, if the agency fails to complete the work, the work will have to be completed at the next scheduled date as directed by the Directorate.
- Also, in case there are any changes in the date of launch of Taxpayers' lounge, the agency will have to complete the work on the next scheduled date as provided by the Directorate.
- The agency should ensure timely delivery for the Taxpayers' Lounge.
- Activity timings for all days will be from 11:00 am to 07.30 pm.
- The copyright of the work shall vest with this Directorate and it would have exclusive rights on the work.

3.2 The actual structure should be erected as per design showcased by the agency during Presentation and approved by the Directorate.

4. **Time Frame**

The agency shall, immediately upon the receipt of work order, coordinate with Pr. CCIT (NER) office & Organisers of EHTF to take possession of the bare space for fabrication of the Taxpayers' Lounge by the given date, incorporate all the modifications suggested by the Directorate in the design presented by the agency. The agency shall also get the final designs, brandings, signages etc. approved by the Directorate and ensure that the fabrication and erection of the Taxpayers' lounge is completed in the day prior to the opening of the Taxpayers' lounge to public. Thereafter, the said Taxpayers' lounge in venue shall be maintained for a period eight (8) days.

5. The bidder agencies will have to submit documents regarding Pre-Qualifications(checklist), Technical and Financial bids **separately**, duly marked as "Conceptualization, Fabrication and maintenance of Taxpayers' Lounge of the Income Tax Department in EHTF, Guwahati". Only those agencies who fulfil the criteria of Pre-Qualifications will be eligible for opening Technical Bid (including presentation).

NOTE: Only the Technical Bid shall be opened on the date of opening the Technical Bids. If any financial rate is indicated in the Technical Bid and the Pre-Qualifications(checklist), the tender will be rejected outright.

6. **Pre-Qualifications**

The pre-qualifications should contain particulars regarding following eligibility criteria alongwith documentary evidences as mentioned in **Annexure A**. The checklist for the same with all the pre-qualifications is enclosed at **Annexure A**.

7. **Technical Bid and Selection Method**

Process of Shortlisting, Selection and Final Award

- i. Shortlisting of the agencies will be made on the assessment of the Pre-Qualifications (Checklist)
- ii. Thereafter, the shortlisted agencies mentioned in Point (i) above would

be asked to make a 15 minute Power-Point Presentation before the Screening Committee for further evaluation. The bidder agency will be marked as per the criteria mentioned in **Annexure B**. The time and place of presentation will be conveyed subsequently.

- iii. The presentation made before the Committee will be rated on the basis of the criteria listed in "**Annexure B**". The rating would be for a total of 100 Points. The criteria listed are mentioned in **Annexure B** - past performance experience, creativity, presence of competent members in the Team for performing this contract, Outreach and strategy implementation for Taxpayers' Lounge, Certifications, awards and accolades received by the bidder for similar work of fabricating Pavilions/Lounges/ Stalls/ Exhibitions. The Screening Committee will evaluate the presentation on the criteria mentioned in "**Annexure B**" to this section and only those agencies obtaining more than 40 Points overall with minimum of 40% in each criteria will be eligible for opening of the Financial Bid.
- iv. Out of these selected bidders as mentioned above, the final award of contract would be based on a Final Composite Score (FCS). The FCS would be arrived at by allocating **70% weight-age to the performance of the bidder in the pre-defined areas mentioned in Technical Bid Round(including Presentation) i.e. "Annexure B" as mentioned above and 30% weight-age to the Financial Bid.**
- v. A pro-rata score out of 70 points will be assigned to each bidder in the Technical Bid round (which includes presentation).
 - (a) Assuming 3 bidders have participated in the presentation, an illustration of the scoring system is given below:-

Sl. No.	Bidder	Total score obtained in Technical Bid(out of 100 points) (which includes Presentation)	Pro Rata Score (Out of 70)
1	Bidder W	95	70
2	Bidder X	90	66.31 (90/95 * 70)
3	Bidder Y	80	58.94 (80/95 * 70)

- (b) A pro-rata score out of 30 points will be assigned to each bidder who qualifies in Technical Bid round (which includes Presentation) and is eligible for opening of the Financial Bid in the format as specified below:

An illustration of the scoring system, assuming financial bids of 3 bidders are opened, is given below:

Sl. No.	Bidder	Financial Bid amount	Pro Rata Score (Out of 30)
1	Bidder W	1,20,000	22.5 (90,000/1,20,000 * 30)
2	Bidder X	1,00,000	27 (90,000/1,00,000 * 30)
3	Bidder Y	90,000 (L1)	30

Cumulative Scores

Sl. No.	Bidder	Score in Presentation Part of the Bid (A)	Score in Financial Part of the Bid (B)	Cumulative Score (Out of 100) (A+B)
1	Bidder W	70	22.5	92.5
2	<u>Bidder X</u>	<u>66.31</u>	<u>27</u>	<u>93.31</u>
3	Bidder Y	58.94	30	88.94

The decision of this Directorate with regard to final award of contract will be final and binding

7. Financial Bid

The “**Financial Bid**” should contain consolidated cost estimates. The agencies are required to understand the work properly before quoting the rates. The “Financial Bid” should be submitted alongwith the “Technical Bid” simultaneously in separate envelopes. The said “Financial Bid” should include all the expenses in respect of conceptualization, fabrication & maintenance of Taxpayers’ Lounge and also includes all taxes, material, labour charges and incidental charges for fabrication and maintenance of Taxpayers’ Lounge as per conditions laid out in **Annexure C**.

8. Earnest Money

The bidder shall upload a copy of Demand Draft/Banker’s Cheque for EMD online at <https://eprocure.gov.in/eprocure/app> and also submit the Demand Draft/Banker’s Cheque (EMD of **Rs.2,00,000/-**) drawn in favour of **ZAO, CBDT, New Delhi** at Room No. 620, 6th Floor, Mayur Bhawan, Connaught Circus, New Delhi-110001,

before the closure of the bids i.e. latest by **14.09.2023 at 5:00 PM** and the same will be returned to unsuccessful bidders, after the tender process is completed. In case of non-performance of the contract, the entire amount of EMD of the Agency shall be forfeited. (Exemption for EMD is available as per Government of India Rules for certain category of applicants).

9. Payment

- (i) Bills may be raised on the basis of approved estimates after satisfactory completion of the work. Payment will be made only after the execution of work carried out by the agency to the satisfaction of the Directorate.
- (ii) No advance payment shall be made.
- (iii) Deduction at source for income tax or any other tax as applicable shall be made as per rules.
- (iv) The Directorate shall not be liable for any default of payment by the agency to the parties involved or engaged by it for this project.
- (v) GST as applicable with cess, if any, would be payable only after submission of documentary evidence of deposit by the agency.
- (vi) This Directorate shall not entertain any claim or damages, whether liquidated or otherwise, that may arise from any other party during or after the completion of all works pertaining to the Taxpayers' Lounge.

10. Penalty

In case, the agency fails to complete the fabrication work as per its design alongwith modification suggested by the Directorate within stipulated period, penalty of Rs. 1,00,000/- per day will be imposed on the agency. In case of failure to complete the work to the satisfaction of the Directorate, the Agency will be liable to penalty and legal action may also be initiated against the agency for non-performance of the contract and the agency may be black-listed. The work has to be completed by the agency 1 day prior to the launch of the Taxpayers' lounge by evening 5 pm. Apart from penalty, if the agency fails to complete the work, the work will have to be completed at the next scheduled date as directed by the Directorate.

Also, in case there are any changes in the date of launch of Taxpayers' lounge, the agency will have to complete the work on the next scheduled date as provided by the Directorate.

11. Pre-bid Meeting:

A pre-bid meeting shall be held on **31.08.2023 at 12.30 pm** in the Library hall at 6th Floor, Mayur Bhawan, Delhi which may be attended by the bidding agencies.

12. Submission and opening of tender

- (i) The tender should reach this Directorate by **14.09.2023 at 5:00 PM**
- (ii) Separate envelopes should be used for Technical Bid and Financial Bid.
- (iii) Financial Bids should be submitted separately in the proforma as per **Annexure 'C'** of this tender notice.
- (iv) Tenders received late will not be entertained.
- (v) Incomplete or conditional tenders will not be entertained.
- (vi) Bidders shall not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
- (vii) The sealed tender should be super-scribed "***For conceptualization, fabrication and maintenance of Taxpayer Lounge of Income Tax Department during East Himalayan Trade Fair (herein referred as EHTF, Guwahati) from 1st to 8th October, 2023***".
- (viii) The technical bids will be opened first and the Financial Bids of only those Agencies shall be opened which qualify the minimum requirements after presentation as detailed in para 5 and Para 7.
- (ix) One representative of the bidder may be present at the time of opening of tender.
- (x) Important time-lines as under:

Pre-Bid meeting	31.08.2023, 12:30 PM
Last date and time of receipt of tender	14.09.2023 at 5:00 PM
Date and time of opening of Pre-Qualifications (checklist) and technical bid	15.09.2023, 12: 30 PM
Presentation by shortlisted agencies	18.09.2023
Date and time of opening of financial bid	19.09.2023, 3PM

13. The Directorate reserves the right to cancel the tender process without assigning any reasons.

14. All disputes shall be subject to the territorial jurisdiction of Delhi.

15. For any query in the matter, contact may be made at email ID: delhi.dit.pub1@incometax.gov.in

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PRE-QUALIFICATIONS (CHECKLIST)

S. No.	Criteria	Relevant information and documents attached (Yes/No)
1.	The bidder should have valid GSTN and PAN. Copies of relevant proof should be attached.	
2.	Bidder should be a Company/Proprietorship registered in India for a minimum period of 3 years	
3.	The average turnover per year of the bidder should be minimum 3 crores in each year during the preceding three years i.e. year ending 31.03.2022, 31.03.2021 and 31.03.2020. The audited financial statement for each of these years, should be enclosed.	
4.	The bidder should not be black listed by any Government Department/agency and should not have any criminal case pending against it. An undertaking in respect of the same should be uploaded.	
5.	The bidder should have earlier experience of fabricating atleast one Lounge/Stall/Pavilion/Exhibition for Central Government/ PSUs/State Government /Multi-national companies/Autonomous Bodies in the past	
6.	A copy of tender documents duly signed by the tenderee(s) with identification of name & designation as a token of acceptance of all the conditions laid down in the tender notice should be attached alongwith the tender. Submission of proposal by the agency will also imply that it has read all the documents carefully and made itself fully aware of the scope of work.	

Technical Bid (including Presentation) for Conceptualization, fabrication and maintenance of Taxpayers' Lounge at EHTF, Guwahati, Assam.

S.No.	Criteria	Maximum Points
1.	<p>Past Performance Experiences in making Lounges/ Exhibitions/ Stalls etc.</p> <p>i. Similar work experience/projects in Central Government/ PSUs/State Government /Multi-national companies/Autonomous Bodies</p>	<p align="center">15 (10+5*)</p> <p>5 extra points will be awarded to those bidders who have past experience of fabricating Lounge/Pavilion/ Stalls in North East region)</p>
2.	<p>Creativity-</p> <p>i. Each bidder is required to present the following during the presentation:</p> <p>ii. The backdrop and facade for the Taxpayers' Lounge has to be aesthetically designed by the agency on the theme "<i>The Vibrant North East</i>", which is the theme given by ITPO. With this underlying theme, the Agency is required to showcase the Income Tax Department.</p> <p>a. Layout/façade of the Taxpayers' Lounge</p> <p>b. Appropriate services and placement of utilities inside the Taxpayers' Lounge</p> <p>c. Utilization of space inside the Taxpayers' Lounge</p> <p>The aforementioned presentation would be evaluated on the criteria mentioned across.</p>	<p align="center">50</p> <p>a. Portrayal of the underlying theme/message and how well the same has been conveyed (10 points)</p> <p>b. Layout of the Taxpayers' Lounge – How effective and impressive the layout/facade of the Taxpayers' Lounge is (10 points)</p> <p>c. Appropriate services and placement of utilities inside the Taxpayers' Lounge- How creatively and effectively the bidding agency has shown placement of the various kiosks etc (10 points)</p> <p>d. Utilization of space inside the Taxpayers' Lounge by the agency (10 points)</p>
3.	<p>The composition of the Team for performing the terms of this contract</p>	<p align="center">10</p> <p>a. Number of individuals in the agency who have past experience in fabricating</p>

		Pavilions/Lounges/Stalls/Exhibitions etc. (1-3) - 3 points (3 -5) -5 points (5 or more)- 10 points
4.	<p>Outreach and strategy implementation for Taxpayers' Lounge</p> <p>The proposed implementation plan includes the following key aspects:</p> <p>Tangible Outcomes anticipated/assured by the Bidder which could be defined, for example, as follows,</p> <p>a) % growth in number of unique followers/reach/impressions on social media handles including Facebook, Youtube, Twitter, Instagram, LinkedIn etc. after Taxpayers Lounge</p> <p>b) % growth in the positive sentiment in conversations and discussions after Taxpayers' Lounge</p> <p>c) Real-time accessibility and convenience offered by the agency</p> <p>a) Service hours and delivery timelines</p> <p>b) Accessibility of team members</p> <p>c) Frequency of Feedback reports</p>	10
5.	Certifications, awards and accolades received by the bidder for similar work of fabricating Pavilions/Lounges/ Stalls/ Exhibitions	15
6	Total points	100

Financial bid for Conceptualization, fabrication and maintenance of Taxpayers' Lounge at EHTF,Guwahati.

S.No.	Work	Rate (Rs. per person / item)	Cost (Rs.)
1	<p>Conceptualization, designing, fabrication of the Taxpayers' Lounge in an area of 36 sq. meter required to be undertaken on a turnkey basis, including maintenance during entire duration of Taxpayers' Lounge. This should include:-</p> <ul style="list-style-type: none"> • One Executive Sofa set which will have one 3 seater sofa and 2 one seater sofas alongwith 1 round table alongwith provision for at least 2 CCTV cameras. The provision should include recording of live feed and live streaming also. • One store room cum pantry with shelves to store the books, stationery, etc. 		
2.	The backdrop, facia & brandings / signages for the stall.		
3.	Flooring of the stall at a height of 4 inch above the ground level		
4.	One reception counters for general information.		
5.	<p>3 Kiosks- 1 information kiosk, 1 grievance registering kiosk, 1 educational kiosk and any other kiosk as required alongwith adequate furniture/chairs and storage space</p> <p>Laptops should be provided for the counters alongwith provision of 4G dongles for internet support.</p>		
6.	2brochure stands in Taxpayers' Lounge		
7.	<p>Two elegant glass round tables alongwith 2 sleek chairs for each table. Provision for one dozen extra (foldable) chairs for seating within the lounge must also be made. 12 chairs in total for the 3 mentioned kiosks alongwith table for each kiosk. Planters etc. for the stall.</p>		
8.	<p>Provision of 2 LED/HD screens (42" inches or above) and 1 LED/Plasma screens (55" inches or above) alongwith laptops for running videos/presentations. Apart from them, one colour printer should also be provided in each Taxpayers' Lounge</p>		

9.	Provision for high quality Hindi, English and prevalent local language speaking manpower in adequate numbers to manage the stall including Host/Master of Ceremony, Quiz Master, supervisors, cleaners, security guards, technicians, etc.		
10.	Lighting (spot lights and halogens) as per the design and requirement. Provision of high quality camera for the live transmission of the activities in the drawing area be made. Provision of HD quality still photography and video clips, digital album for each venue for all days.		
11.	High quality sound system for making announcements as well as providing audio to the film being run on the LCD/LED screens.		
12.	Cost of execution of (a) Nukad Natak/Pantomime including expenses of the artists (b) Conduct of Quiz, which will include all expenses of the artists, Quizmaster etc. (c) Various counters (d)content creation for print ads, brochures ,radio jingles, TVC		
13.	Good quality printed decent sized cut-outs of copyrighted characters of the Department i.e. "Taxa", "Jaankari Babu" & "Taxpari" to be provided by the agency and selfie points.		
14.	Promotional prizes / giveaways/ gift items for children and other taxpayers/Dignitaries with proper branding of the Income Tax Department, Miscellaneous expenses required for smooth running of the Lounge, Tea/coffee vending machine and provision for meal/snacks etc for the personnel deputed as well as Dignitaries visiting the Taxpayers' Lounge to be arranged by the Agency		
15.	Taxes		
16.	TOTAL INCLUSIVE OF ALL TAXES (Rs.)		

(Rates quoted should include all applicable taxes, labour, incidental charges, transportation, electricity, Municipal charges etc.)

**** During quotation of financial bid for Taxpayers' Lounge, the bidding agency may take the reference from para 3 of the tender document in case of any clarification/doubt.***

**** The financial bid would take into account, the total amount inclusive of all taxes (S.No. 16 of the table).***

(Signature of Authorized Signatory with date and seal)