



बिहार सरकार

Udyog Mitra
Department of Industries
Government of Bihar, Patna



Corrigendum reference No: 253/UM/Patna

Dated: 12/08/2026

<u>Corrigendum</u>	
Tender No	: 489/UM
eProc Tender No	: 136742
Date of issue of RFP	: 23/07/2026
Tender Name: Establishment, Operation & Management of Audio-Visual Content Studio for MSME for Department of Industries, Bihar.	

Details of corrigendum/amendment:

Sl.No	Page No.	RFP Content	Corrigendum/Amendments
1	2	Bid submission end date: 13/08/2026 up to 06:00PM.	Bid submission end date and time: 24/08/2026 at 06:00PM
2	2	Technical Bid Opening Date: 14/08/2026, at 3:00 PM Conference Hall, Ground Floor, Indira Bhawan, Patna, Bihar- 800001	Technical Bid Opening Date, Time and venue 25/08/2026, at 3:00 PM Venue: Conference Hall, Ground Floor, Indira Bhawan, Patna, Bihar- 800001

Chief Executive Officer
Udyog Mitra,

Department of Industries Bihar, Patna



Udyog Mitra
Department of Industries
Government of Bihar, Patna



Tender Notice No: 489/UM

Date: 23/07/2026

Online e-tender are invited by the CEO, Udyog Mitra, Department of Industries, Govt. of Bihar, Patna for selection of Agency for Establishment of Bihar MSME Studio under RAMP Scheme.

S.No.	Tender Schedule/Program	
1	Name of the customer and address from whose website the RFP documents can be obtained	Chief Executive Officer , Udyog Mitra, Department of Industries, 1 st floor, Indira Bhawan, RCS Path, Patna, Bihar-800001, Telephone No:0612-2547695 Email Id:udyogmitrabihar@yahoo.co.in
2	Bid submission start date	24.07.2026, 12:00 PM
3	Last date & time for submission of Written queries for clarification	28.07.2026 up to 05:00 PM
4	Date, Time & venue of Pre-bid conference	29.07.2026, 3:00 PM, Conference Hall, Ground Floor, Indira Bhawan, Patna, Bihar - 800001
5	Bid submission end date	13.08.2026 up to 6:00 PM
6	Technical Bid Opening Date	14.08.2026, at 3:00 PM, Conference Hall, Ground Floor, Indira Bhawan, Patna, Bihar - 800001
7	Financial Bid Opening Date	To be Communicated Later
8	Validity of Bids	180 days
9	Tender Fees	INR 10,000/- Ten Thousand Only
10	Tender Processing fee	As Per Eproc2
11	EMD	INR 10,00,000/- (Online mode only)

Note:

1. CEO, Udyog Mitra, Department of Industries, Patna, Bihar reserves the right to reject or cancel the tender or any part thereof without assigning any reasons.
2. The tender document can be obtained from the website of Department of Industries, Government of Bihar
3. For any queries regarding tender please contact: 0612-2547695 and email:udyogmitrabihar@yahoo.com or ramp.bihar@bihar.gov.in

Toll Free Number: 1800 572 6571

Email Id: eproc2support@bihar.gov.in

During 08:00 AM to 07:00 PM (All days in week except state holidays)

eProc 2.0 Help Desk Address:

RJ Complex, 2nd Floor, Opposite Vidyapeeth Institute,
Khajpura, Ashiana Road, P.S. - Shastri Nagar,
Patna 800 014, Bihar

48 23/7/26
Chief Executive Officer
Udyog Mitra, Department of Industries



**UDYOG MITRA
DEPARTMENT OF INDUSTRIES**

NOTICE INVITING E-TENDER

Tender Notice No.: 4-89 / UM

**Request for Proposal for Selection of Agency for
Establishment of Bihar MSME Studio under RAMP**

(e-Tender / Two-Bid System)

Location of the Proposed Studio:

2nd Floor, BIADA IT Incubation Centre-I, Industrial Area, Patliputra, Patna, Bihar
(Approx. built-up area: 9,000 – 9,500 sq. ft., single-floor integrated layout)

Issued by:

Udyog Mitra
Department of Industries
1st Floor, Indira Bhawan, RCS Path, Patna,
Bihar - 800001, Telephone No.: 0612-2547695
Email Id: udyogmitrabihar@yahoo.co.in

Website: industries.bihar.gov.in | e-Tender Portal: eproc2.bihar.gov.in

For any technical related queries please contact
<https://eproc2.bihar.gov.in/>

No.: 489/UmDate: 23/07/2024**Notice Inviting Request for Proposal through e-tender**

The Chief Executive Officer, Udyog Mitra, Department of Industries, Bihar, Patna invites online bids from interested entities through a **two-bid system (Technical Bid and Financial Bid)** for **selection of an agency for establishment of Bihar MSME Studio under the Raising and Accelerating MSME Performance (RAMP) Programme** for the Chief Executive Officer, Udyog Mitra, Department of Industries, Bihar.

The tender document may be downloaded from <https://eproc2.bihar.gov.in/>. However, online bids must be submitted only through <https://eproc2.bihar.gov.in/>. Offline / manual bids shall not be accepted. Bidders are advised to follow the instructions provided in the enclosed Request for Proposal (RFP). The **Critical Data Sheet** is as under.

CRITICAL DATA SHEET

Particulars	Details
Publishing Date	24.07.2026
Bid Submission Start Date and Time	24.07.2026, 02:00 PM
Last date & time for submission of written queries for clarification	28.07.2026 up to 05:00 PM
Date, Time & venue of Pre-bid conference	29.07.2026, 3:00 PM, Conference Hall, Ground Floor, Indira Bhawan, Patna, Bihar - 800001
Bid Submission End Date and Time	13.08.2026 up to 6:00 PM
Technical Bid Opening Date, Time and Venue	14.08.2026, at 3:00 PM, Conference Hall, Ground Floor, Indira Bhawan, Patna, Bihar - 800001
Financial Bid Opening	To be communicated later
Method of Tender Evaluation	QCBS, (70:30)
Non-refundable Tender Fee	INR 10,000/-
Earnest Money Deposit (EMD)	INR 10,00,000/- (Online mode only)
Performance Bank Guarantee / Performance Security	5% of Awarded Contract Value
Exemption	Exemption from EMD shall be admissible to bidders registered under the MSME (Udyam Certification) scheme, subject to submission of valid documentary proof, as per prevailing Government orders. No exemption shall be admissible from Performance Security.
Contact Person for Queries	Chief Executive Officer, Udyog Mitra, Department of Industries, 1st Floor, Indira Bhawan, RCS Path, Patna, Bihar - 800001
Telephone No.	0612-2547695
Email Id	udyogmitrabihar@yahoo.co.in

Important Instructions

1. Bid documents may be scanned in black and white mode. All technical bid documents may be scanned page by page and uploaded in a single PDF file, wherever required.
2. Bidders shall not tamper with or modify the tender document, including the downloaded financial bid template, in any manner. In case the same is found tampered with or modified, the tender shall be rejected and the bidder may be debarred / suspended for a period as per applicable rules and tender conditions.
3. Bidders are advised to visit <https://eproc2.bihar.gov.in/> regularly till the closing date of submission of tender for any corrigendum / addendum / amendment.
4. Performance Bank Guarantee / Performance Security shall be **5% of the awarded contract value**.
5. The Chief Executive Officer, Udyog Mitra, Department of Industries, Bihar, Patna reserves the right to cancel the tender at any stage without assigning any reason.
6. The bidder shall submit a **Detailed Project Report (DPR)** as part of the Technical Bid.
7. Technically responsive bidders may be required to make a **presentation before the Evaluation Committee** on the proposed DPR, design approach, technical configuration, implementation methodology and relevant experience.
8. The scope of work includes **planning, design, DPR preparation, civil and interior fit-out, furniture and fixtures, acoustics, electrical and HVAC works, networking, studio equipment, software, installation, integration, testing, commissioning, training and handover** of the Bihar MSME Studio as per the RFP document.
9. The proposed Bihar MSME Studio shall be established at the **2nd Floor, BIADA IT Incubation Centre-I, IA Patliputra, Patna**.
10. The decision of the Department / Udyog Mitra with regard to evaluation, selection, rejection and award of work shall be final and binding on all bidders.

**Chief Executive Officer
Udyog Mitra
Department of Industries
Government of Bihar, Patna.**

Table of Contents

Table of Contents	4
1. Notice Inviting Request for Proposal through e-Tender	7
1.1 Key Tender Information	7
2. Disclaimer	8
3. Definitions	8
4. Background and Project Context	9
4.1 Vision and Objectives of the IEC Studio	9
5. Objective of the RFP	10
6. Location of the Project	11
7. Broad Scope of Work	11
7.1 Planning, Design and Detailed Project Report (DPR)	11
7.2 Civil, Interior and Fit-Out Works	12
7.3 Acoustic and Soundproofing Works	12
7.4 Electrical and MEP (Mechanical, Electrical & Plumbing) Works	13
7.5 Networking, Server Infrastructure and Digital Backbone	13
7.6 Security, Fire Safety and Access Control	14
7.7 Furniture, Fixtures and Furnishings	14
7.8 Studio Equipment and Technical Systems	14
7.9 Software and Licensed Tools	15
7.10 Installation, Integration, Testing and Commissioning	15
7.11 Training and Handover	15
8. Detailed Functional Requirements and Zone-Wise Layout of the Studio	17
8.1 Design and Construction Principles	18
9. Detailed Technical Scope — Equipment, Software, Furniture and Systems	20
9.1 General Technical Requirements	20
9.2 Equipment, Software and Furniture Baseline	21
9.3 Bidder's Responsibility	21
10. Output Quality Standards and Service Benchmarks	22
10.1 Quality Control (QC) Process	22
10.2 Reference Sample Portfolio	23
11. Detailed Project Report (DPR) to be submitted by Bidders	24
12. Presentation by Bidders	24
13. Eligibility Criteria	25
14. Bid Submission System	26
14.1 Part I — Technical Bid	26

14.2 Part II — Financial Bid	27
15. Evaluation Methodology	27
15.1 Technical Evaluation	27
15.2 Indicative Technical Evaluation Criteria	28
15.3 Financial Evaluation	30
Table for Quoting the Price / Cost or Refer	30
15.4 Final Selection	31
16. Time Schedule for Implementation	32
17. Tender Fee, Earnest Money Deposit and Performance Security	32
18. Pre-Bid Meeting and Clarifications	33
19. Site Visit	33
20. General Obligations of the Selected Agency	34
21. Inspection, Testing and Acceptance	34
22. Payment Terms	35
23. Warranty, Defect Liability and Support	37
24. Penalty and Liquidated Damages	37
25. Termination	37
26. Force Majeure	37
27. Governing Law and Jurisdiction	38
28. Rights Reserved by the Directorate	38
29. Scope of Work Matrix — Summary	39
30. Additional Mandatory Provisions for Strengthening of the RFP	39
30.1 Minimum Technical Baseline	39
30.2 Completion Timeline	39
30.3 Warranty and Defect Liability	40
30.4 OEM Authorization	40
30.5 Training and Handholding	40
30.6 SAT / UAT and Acceptance	40
30.7 Milestone-Based Deliverables	40
30.8 CAMC Transition Support	40
30.9 Output Quality Standards	41
31. List of Annexures	41
32. Concluding Clause	42
33. Financial Bid Format	55
34. Table for Quoting the Price / Cost or Refer	55
35. Draft Agreement / Contract Conditions	56

36. Draft Signature Block:	56
37. Indicative Minimum Technical Quantity Matrix	61
38. Furniture and Fixture Schedule	62
39. Site Acceptance Testing (SAT) and User Acceptance Testing (UAT) Checklist	63
40. Training, Documentation and Handover Deliverables	64

1. Notice Inviting Request for Proposal through e-Tender

The Chief Executive Officer, Udyog Mitra, , Department of Industries, Government of Bihar, Patna, invites online proposals from eligible, experienced and technically competent agencies/firms through a two-bid system, comprising a Technical Bid and a Financial Bid, for the selection of an Implementing Agency for the design, development, establishment, equipping, integration, testing, commissioning, training and handover of a fully functional Media and Content Production Studio for Bihar MSMEs, to be branded as the "IEC Studio" (Information, Education and Communication Studio), under the Raising and Accelerating MSME Performance (RAMP) Programme of the Government of Bihar.

The proposed IEC Studio shall be established at the 2nd Floor, BIADA IT Incubation Centre-I, Industrial Area, Patliputra, Patna, over an area of approximately 9,000 – 9,500 sq. ft., on a single-floor integrated layout.

The bidding process shall be conducted through the State e-Procurement Portal of the Government of Bihar, in accordance with the provisions of the General Financial Rules (GFR), applicable public procurement guidelines, and the instructions, orders and circulars issued by the Department of Industries, Finance Department, Government of Bihar, and the Ministry of MSME, Government of India, from time to time, as applicable to the present procurement.

1.1 Key Tender Information

S. No.	Particulars	Details
1	Name of Work	Selection of Implementing Agency for Design, Establishment, Equipping, Integration, Commissioning and Handover of the IEC Studio – Bihar MSME Media & Content Production Studio under RAMP
2	Issuing Authority	The Chief Executive Officer, Udyog Mitra, Department of Industries, Government of Bihar
3	Mode of Bidding	Online, through e-Tender Portal (eproc.bihar.gov.in), Two-Bid System (Technical & Financial)
4	Site Location	2nd Floor, BIADA IT Incubation Centre-I, Industrial Area, Patliputra, Patna, Bihar
5	Approximate Area	9,000 – 9,500 sq. ft. (Single Floor)
6	Bid Validity	180 days from last date of submission bid.
7	Tender Document Availability, Pre-Bid Meeting, Bid Submission Start/End Date, Bid Opening Date	As per the Key Dates / Critical Date Sheet to be notified on the e-Tender portal at the time of publishing of the tender

Bidders are advised to regularly visit the e-Tender portal for updates, corrigenda, addenda and clarifications issued in respect of this RFP. The Directorate shall not be responsible for any loss or inconvenience caused to a bidder on account of failure to track such updates.

2. Disclaimer

This Request for Proposal (RFP) is issued by the Chief Executive Officer, Udyog Mitra, Department of Industries, Government of Bihar, Patna (hereinafter referred to as the "Authority" / "Directorate"), for the purpose of inviting proposals from eligible bidders for selection of an Implementing Agency for the establishment of the IEC Studio.

The information contained in this RFP or subsequently provided to bidders, whether verbally or in documentary or any other form, is provided to bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement, and the purpose of this RFP is to provide interested parties with information that may be useful to them in formulation of their proposals. This RFP includes statements which reflect various assumptions and assessments arrived at by the Authority in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Authority to consider the investment objectives, financial situation and particular needs of each bidder. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct.

Each bidder must, therefore, conduct its own independent investigation, analysis and study of the project, and the information contained or referred to in this RFP, and should check the accuracy, adequacy, correctness, reliability and completeness of such assumptions, assessments, statements and information, and obtain independent advice from appropriate sources.

The Authority reserves the right to modify, amend, supplement, withdraw, cancel or re-issue this RFP, in whole or in part, at any stage, without assigning any reason whatsoever and without incurring any liability or obligation to any bidder.

The bidder shall bear all costs and expenses associated with the preparation and submission of its bid, including preparation of the Detailed Project Report (DPR), presentations, demonstrations, site visits, surveys and any supporting documentation. The Authority shall not be responsible or liable for any such costs, regardless of the conduct or outcome of the bidding process.

This RFP and the information contained herein are not transferable. Any attempt by a bidder to influence the bid evaluation process in any manner may lead to rejection of the bid and/or other appropriate action under applicable law.

3. Definitions

Unless the context otherwise requires, the following terms shall bear the meanings assigned to them below:

- "Authority" / "Directorate" / "Client" / "Employer" / "Purchaser" means the Chief Executive Officer, Udyog Mitra, Department of Industries, Government of Bihar.
- "RFP" means this Request for Proposal, including all annexures, appendices, corrigenda and clarifications issued in relation thereto.
- "Bidder" means any agency, firm, company, body corporate or consortium (if permitted) participating in the bidding process pursuant to this RFP.
- "Selected Agency" / "Implementing Agency" / "Contractor" means the bidder whose bid is accepted by the Directorate and to whom the Letter of Award is issued.
- "IEC Studio" / "Studio" / "Project" means the proposed Bihar MSME Media and Content Production Studio to be established at the identified location under this RFP.

- “DPR” means the Detailed Project Report to be prepared and submitted by the bidder as part of the Technical Bid, and subsequently finalised by the Selected Agency in consultation with the Directorate.
- “Scope of Work” or “SoW” means all activities, services, works, supplies, installations and deliverables required to be performed/provided under this RFP for establishment, equipping, commissioning and handover of the IEC Studio.
- “Site” means the 2nd Floor, BIADA IT Incubation Centre-I, Industrial Area, Patliputra, Patna, Bihar, as identified for establishment of the IEC Studio.
- “GFR” means the General Financial Rules of the Government of India, as adopted/applicable to the State of Bihar.
- “BIADA” means the Bihar Industrial Area Development Authority.
- “RAMP” means the Raising and Accelerating MSME Performance Programme.
- “Day” means a calendar day unless otherwise specified.
- “Defect Liability Period (DLP)” / “Warranty Period” means the period during which the Selected Agency shall be responsible for rectification of defects, as specified in the Agreement.

4. Background and Project Context

Micro, Small and Medium Enterprises (MSMEs) form the backbone of Bihar’s industrial and economic ecosystem, encompassing manufacturing units, artisans, Self-Help Groups (SHGs), GI-tagged craft clusters, food processing units and emerging entrepreneurs across the State. A persistent constraint faced by these enterprises is the lack of access to professional-grade product photography, videography, branding, advertisement, digital cataloguing and audio-visual content production — capabilities that are essential for e-commerce onboarding, market access, brand visibility and competitiveness in both domestic and export markets.

In order to bridge this gap, the Directorate of MSME, Department of Industries, Government of Bihar, proposes to establish a dedicated, state-of-the-art Media and Content Production Studio — to be branded as the “IEC Studio” — under the RAMP Programme. The Studio is envisaged as a shared infrastructure facility that will provide professional content creation, production and post-production services to MSMEs, startups, SHGs, artisans, GI-tagged craft clusters, and shall also support Government departments in their Information, Education and Communication (IEC) and outreach requirements.

The IEC Studio is intended to function as an integrated, single-floor facility comprising production studios, post-production suites, broadcast and live-streaming capability, audio recording infrastructure, client-facing reception and briefing areas, and supporting technical, administrative and utility zones, as elaborated in Section 8 of this RFP.

4.1 Vision and Objectives of the IEC Studio

The IEC Studio shall be developed with the following broad objectives:

- To provide affordable, professional-grade product photography, videography, audio recording and post-production services to MSMEs, SHGs and artisans across Bihar.
- To support MSMEs in e-commerce onboarding through standardised, platform-compliant product photography and cataloguing (Amazon, Flipkart, ONDC, GeM, etc.).
- To document and promote GI-tagged crafts and artisan products of Bihar (e.g., Madhubani, Sikki, Sujani, Bhagalpuri Silk, Manjusha, Tikuli Art) through high-quality visual and audio-visual storytelling.

- To create advertisement, branding and promotional content for MSME products and Government schemes.
- To provide infrastructure for podcast recording, interviews, webinars and live-streamed events related to MSME development.
- To serve as a production hub for Government Information, Education and Communication (IEC) campaigns, scheme outreach films, documentaries and digital communication material.
- To build a sustainable, revenue-generating model through a tiered service rate card (subsidised for MSMEs/SHGs, market rate for private clients, and contract-based for Government/RAMP assignments) ensuring long-term operational viability of the Studio.
- To act as a model facility that may be replicated in other districts/regions of Bihar based on its performance and outcomes.
- The Selected Agency shall be responsible for the complete establishment, equipping, integration, commissioning and handover

5. Objective of the RFP

- The objective of this RFP is to identify and select a technically competent, experienced and financially sound Implementing Agency for the end-to-end establishment of the IEC Studio, equipping, integration, commissioning and handover, encompassing the following broad deliverables:
 1. Site assessment, planning, architectural and engineering design, and preparation of a comprehensive Detailed Project Report (DPR);
 2. Complete civil, interior and fit-out works including acoustics, false ceiling, flooring, partitioning, cyclorama/infinity cove, green rooms and all studio-grade interior finishes;
 3. Electrical, HVAC, fire safety, security, access control and allied MEP (Mechanical, Electrical & Plumbing) works;
 4. Networking, structured cabling, server room setup and digital infrastructure backbone;
 5. Supply, installation, integration, testing and commissioning of all studio equipment — photography, videography, audio, broadcast/live-streaming and post-production systems;
 6. Procurement, installation, configuration and licensing of all required software for content creation, editing, grading and digital asset management;
 7. Supply and installation of all furniture, fixtures and furnishings;
 8. Branding, signage and studio identity elements;
 9. Training of designated Studio personnel and Departmental staff;
 10. Testing, trial runs, commissioning, documentation and handover of a fully functional, ready-to-operate IEC Studio facility, complete in all respects.

The Implementing Agency shall be responsible for delivering the Studio as a single, integrated, turnkey solution and shall be the single point of accountability for all the above components, even where certain specialised works may be executed through approved sub-contractors/OEM partners, subject to the conditions specified in this RFP.

6. Location of the Project

The proposed location of the IEC Studio is as under:

Particulars	Details
Site	2nd Floor, BIADA IT Incubation Centre-I
Area / Locality	Industrial Area (IA), Patliputra, Patna, Bihar
Approximate Built-up Area	9,000 – 9,500 sq. ft.
Layout Type	Single-floor, integrated planning model
Existing Condition	Bare-shell / semi-finished floor (as available), to be assessed by the bidder during site visit

Bidders are mandatorily required to conduct a site visit and satisfy themselves regarding the existing site conditions, structural layout, floor loading capacity, ceiling heights, available electrical load, water supply, fire safety infrastructure, lift/elevator access, building services, statutory clearances applicable to the premises, and any other constraints that may affect design, planning, execution or operation of the Studio, prior to submission of their bid. No claim on account of lack of site knowledge shall be entertained at any stage after submission of bid or award of work.

7. Broad Scope of Work

The Selected Agency shall be responsible for the complete establishment, equipping, integration, commissioning and handover of the IEC Studio in all respects, on a turnkey basis. The broad Scope of Work is summarised below, with a detailed, zone-wise and discipline-wise Scope of Work provided in Sections 8 and 9 of this RFP. The Scope of Work shall include, but not be limited to, the following components:

7.1 Planning, Design and Detailed Project Report (DPR)

The Selected Agency shall:

- Undertake a detailed site visit, survey and structural/services assessment of the premises;
- Prepare and submit a comprehensive Detailed Project Report (DPR) covering design concept, zoning, technical specifications, implementation methodology, schedule, and operational plan;
- Prepare detailed architectural floor plans, zoning and space-planning drawings for all functional zones described in Section 8;
- Prepare detailed working drawings for civil, interior, electrical, HVAC, acoustics, networking, fire safety, access control and equipment layouts;
- Prepare furniture, workstation and equipment layout drawings for each zone;
- Prepare a detailed technical specification matrix for all proposed equipment, systems, furniture and software, with make/model/equivalent specifications;
- Prepare an implementation methodology, activity-wise work breakdown structure, and a detailed implementation schedule (Bar Chart / Gantt Chart) covering design, civil works, MEP works, supply, installation, integration, testing, training and commissioning;
- Obtain approval of the Directorate / Evaluation Committee on the DPR, design drawings and specifications prior to commencement of execution.

7.2 Civil, Interior and Fit-Out Works

The Selected Agency shall carry out complete civil and interior development of the Studio premises, including but not limited to:

- Internal partitioning and construction of all required rooms, cabins and functional zones as per the approved layout;
- False ceiling works, including studio-grade acoustic and lighting-grid-integrated ceiling systems where required;
- Flooring works including anti-static vinyl flooring (post-production lab/server room), polished concrete/epoxy or equivalent (main studio), acoustic carpet tiles (audio booth/client areas), and other finishes as appropriate to each zone;
- Studio-grade wall finishes, paint works (including high-reflectance white finish for cyclorama as specified in Section 8), wall panelling and acoustic wall treatments;
- Construction of a built-in cyclorama / infinity cove in the Main Photography Studio, with curved floor-to-wall transitions and seamless finish suitable for product/portrait photography and videography;
- Fit-out of green rooms, makeup area, reception and waiting lounge, client briefing/review room, editing and post-production suite(s), server/technical room, props library and storage areas, pantry, washrooms and utility areas;
- Supply and installation of all furniture and fixtures as detailed in Section 8 and Section 9.6;
- Painting, finishing, branding elements, internal signage, wayfinding and room/zone identification as per the approved branding guidelines of the Studio;
- Construction of a structural overhead lighting grid in the Main Photography Studio and Video Production Floor, designed to support studio lighting fixtures and rated for the load specified in Section 8;
- Compliance with accessibility norms under the Rights of Persons with Disabilities Act, 2016, including ramp access, tactile indicators and accessible washroom(s);
- All other associated civil, carpentry, joinery, false flooring, raised flooring and fit-out works necessary to render the Studio fully functional.

7.3 Acoustic and Soundproofing Works

The Selected Agency shall undertake the following acoustic works, with particular emphasis on the Audio Recording & Dubbing Booth, Podcast/Interview Studio and Editing/Post-Production Suite:

- Sound isolation treatment for the recording booth(s), constructed as a room-within-a-room with double-leaf acoustic doors, resilient channel ceiling mounts and mass-loaded vinyl (MLV) flooring, achieving a minimum Noise Reduction Coefficient (NRC) of 0.90 as specified in Annexure D of the reference DPR;
- Acoustic treatment (absorption, diffusion and bass-trapping) of the audio booth, podcast studio and editing rooms using acoustic foam panels, bass traps and diffusers;
- Provision of a vocal booth within the main recording booth (room-within-room configuration) where specified;
- Acoustic vestibules / lobbies and acoustic doors for all sound-sensitive zones;
- Reverberation control appropriate to each zone's intended use (recording, broadcast, podcast, editing);

- HVAC noise isolation and vibration treatment to ensure background noise levels in recording zones do not interfere with audio capture, including selection and installation of low-noise HVAC units and silencers/attenuators in ductwork serving acoustic-sensitive zones.

7.4 Electrical and MEP (Mechanical, Electrical & Plumbing) Works

The Selected Agency shall design, supply, install, test and commission the complete electrical and MEP infrastructure, including but not limited to:

- Complete electrical distribution system including main LT panel, sub-distribution boards (DBs), and zone-wise power distribution, designed for a connected/contract load appropriate to the equipment load specified in Section 9 (indicatively of the order of 120 kVA, to be finalised based on detailed load calculation in the DPR);
- Dedicated three-phase power supply with separate, independently isolated circuits for: studio lighting, post-production lab, server/technical room, broadcast/control room, and general administrative/common areas;
- Studio-grade power points (including 5-pin/15A/32A industrial sockets as required), dimmer-compatible circuits for studio lighting, and dedicated technical power circuits for camera, lighting and audio equipment;
- UPS integration for server room, post-production workstations and critical broadcast/control room equipment, with backup runtime as specified in the technical specifications;
- Cable trays, conduiting, raceways, earthing and lightning/surge protection systems as per relevant IS codes and CEA guidelines;
- Integration with the building's backup power source (DG set/building supply), including automatic transfer switch (ATS) arrangements where required;
- Design, supply, installation, testing and commissioning of HVAC systems (split/ductable/VRF as appropriate to each zone) providing independently controlled climate zones for production areas, and precision air-conditioning for the Server/Digital Asset Room maintaining 18–22°C and 40–50% relative humidity;
- Ventilation systems for washrooms, pantry and utility areas as per applicable norms;
- Plumbing and sanitary works for washrooms, pantry and utility zones, including water supply, drainage and fixtures;
- Lighting infrastructure for general illumination across all zones (in addition to specialised studio lighting equipment covered under Section 9), including energy-efficient LED fixtures, emergency lighting and illuminated signage;
- All other MEP works necessary for operational readiness of the Studio, including testing, balancing and commissioning of all systems.

7.5 Networking, Server Infrastructure and Digital Backbone

The Selected Agency shall design, supply, install, configure and commission the complete IT and networking infrastructure, including but not limited to:

- Structured network cabling (Cat6/Cat6A or fibre as appropriate) connecting all zones, workstations and equipment requiring network connectivity;
- High-speed core and edge network switches (including 10GbE switching for the post-production/server backbone), routers, racks, patch panels and associated passive infrastructure;
- Wi-Fi (minimum Wi-Fi 6 or equivalent) coverage across the Studio premises, including client-facing areas;

- Network Attached Storage (NAS) / centralised storage backbone with adequate scalable capacity (indicatively up to 100 TB, scalable, in line with the technical specifications) for the Digital Asset Management workflow;
- Server / technical room setup, including server racks, structured cabling termination, UPS and environmental monitoring;
- Internet connectivity readiness, including provisioning for a dedicated leased-line internet connection (the actual internet service subscription/OpEx shall be arranged by the Directorate post-handover unless otherwise specified);
- Media transfer, ingest and access-management infrastructure to support the Digital Asset Management (DAM) and content workflow described in Section 9;
- A secure digital environment incorporating role-based access control, backup and archival provisions (including Long-Term Archive media as specified in Section 9), and basic cybersecurity hardening of network and server infrastructure.

7.6 Security, Fire Safety and Access Control

The Selected Agency shall design, supply, install, test and commission:

- CCTV surveillance covering all entry/exit points, common areas, equipment storage, server room and other critical zones, with adequate retention/storage as per the technical specifications;
- Access control systems (biometric/RFID-based, as applicable) for the main entrance, server/technical room and other restricted-access zones;
- Fire detection and alarm systems across the Studio, with smoke detectors, manual call points and audio-visual alarms;
- Fire suppression systems appropriate to each zone — sprinkler-based systems for general studio areas and clean-agent (gas-based) suppression for the Server/Digital Asset Room — in compliance with the National Building Code (NBC) 2016 and applicable Fire Safety norms;
- Emergency exit signage, illuminated evacuation route markers, fire extinguishers and first-aid station(s), with fire-rated emergency exits and accessible passage widths as per NBC norms;
- Compliance with all applicable safety, accessibility (Rights of Persons with Disabilities Act, 2016) and statutory norms in respect of the above systems.

7.7 Furniture, Fixtures and Furnishings

The Selected Agency shall supply and install all furniture, fixtures and furnishings required for full functionality of the Studio, including but not limited to those detailed in Section 9.6, covering reception and lounge furniture, workstations, editing desks, control room furniture, conference/review tables, storage racks/cabinets/lockers, green room furniture, props library storage, pantry/utility furniture, and any other furniture required for operational readiness of each functional zone described in Section 8.

7.8 Studio Equipment and Technical Systems

The Selected Agency shall supply, install, integrate, test and commission all equipment required for full operational capability of the Studio across the following categories, with detailed indicative specifications provided in Section 9.1 to 9.5:

- Photography equipment — cameras, lenses, lighting, modifiers, turntables, cyclorama support systems, calibration tools and accessories;
- Videography and cinema equipment — cinema cameras, lens sets, gimbals, sliders, jib/crane, drone (with appropriately licensed operation), teleprompters, field monitors, tripods, chroma/green-screen systems, and lighting kits;

- Audio recording and dubbing equipment — condenser and shotgun microphones, wireless lavalier systems, audio interfaces, mixing console, studio monitors, headphones and Digital Audio Workstation (DAW) software/licences;
- Post-production hardware — high-specification editing/grading workstations, colour-accurate grading monitors, NAS storage, UPS, LTO archive drive, network switches and pen tablets;
- Broadcast, live-streaming and control room equipment — video switcher, streaming encoders, broadcast monitors, LED video wall/presentation screen, lighting control console and PTZ robotic cameras;
- All associated accessories, mounts, stands, cables, power supplies, connectors, batteries, memory cards and consumables required for initial commissioning and operational readiness of the above systems.

7.9 Software and Licensed Tools

The Selected Agency shall procure, install, configure, activate and license all software required for operation of the Studio, including but not limited to image editing, video editing, colour grading, motion graphics/compositing, audio editing, tethered capture, media/digital-asset management, operating systems and productivity software, and security/backup software, as detailed in Section 9.5. All licences shall be procured in the name of the Directorate / Studio and shall be genuine, valid and renewable.

7.10 Installation, Integration, Testing and Commissioning

The Selected Agency shall:

- Install all civil, electrical, MEP, networking, security and technical equipment/systems as per the approved DPR and drawings;
- Integrate all systems — production, post-production, broadcast, networking, security, electrical and acoustic — into a unified, fully operational environment with documented workflows;
- Carry out comprehensive testing, calibration, tuning and quality checks of all equipment and systems, including colour calibration, acoustic measurement, network throughput testing, and load testing of electrical and HVAC systems;
- Undertake trial runs / mock production sessions across each functional zone to validate end-to-end workflows (e.g., a sample product photography session, a sample podcast recording, a sample broadcast/live-stream session);
- Identify and rectify all deficiencies observed during testing and trial runs;
- Commission the entire facility and obtain joint sign-off from the Directorate / Evaluation Committee / Project Management Consultant (PMC), if appointed;
- Hand over the Studio in a complete, fully operational condition, ready for immediate use.

7.11 Training and Handover

The Selected Agency shall:

- Conduct comprehensive, hands-on training for nominated personnel of the Directorate / Studio operations team on operation and basic maintenance of all equipment, software and systems, covering photography, videography, audio recording, post-production, broadcast/streaming, networking, security systems and facility management;
- Provide complete equipment manuals, operational manuals, and as-built drawings (civil, electrical, networking, HVAC, fire safety) in both hard and soft copy;

- Provide system configuration documents, network architecture diagrams, IP address schema, software licence keys/certificates and credentials (to be securely handed over to the designated Studio administrator);
- Submit a complete Asset Register listing all equipment, furniture, software and systems supplied, with make, model, serial numbers, quantities, warranty periods and supplier/OEM contact details;
- Provide Standard Operating Procedures (SOPs) for studio booking/usage, equipment handling, data backup, content workflow and routine maintenance schedules;
- Hand over the Studio in a ready-to-use, fully operational condition, supported by a documented handover checklist signed off by both parties.

8. Detailed Functional Requirements and Zone-Wise Layout of the Studio

The IEC Studio shall be planned as an integrated, single-floor facility of approximately 9,000 sq. ft., organised into functional zones to ensure efficient production workflow, acoustic separation between production and post-production areas, and a welcoming client-facing entry experience. The indicative zone-wise breakdown, areas, locations and key features are detailed below. The final number, layout, sizes and zoning of areas shall be based on the approved DPR, actual structural dimensions of the premises, and approval of the Directorate.

Zone	Functional Area		Indicative Size	Indicative Location	Key Features / Requirements
Zone 1	Main Studio	Photography	~1,200 sq. ft.	North Wing	Built-in cyclorama/infinity cove with curved floor-to-wall transition (high-reflectance white finish), structural overhead lighting grid (2m square pattern, rated 50 kg/node), 4K camera setup, motorised 360° product turntable, backdrop storage
Zone 2	Green Screen / Chroma Studio		~500 sq. ft.	North Wing	Full chroma pull-down system, 3-point LED lighting setup, VFX tracking floor markers, dedicated lighting circuits
Zone 3	Video Floor	Production	~800 sq. ft.	Central	Open floor for multi-camera setups, jib/crane and slider rail tracks, teleprompter station, flexible power and lighting points
Zone 4	Audio Recording & Dubbing Booth		~300 sq. ft.	South Wing	Room-within-a-room acoustic construction (NRC ≥ 0.90), double-leaf acoustic doors, MLV flooring, vocal booth within booth, condenser mic array, DAW station, dedicated low-noise HVAC
Zone 5	Post-Production Lab		~700 sq. ft.	South Wing	Workstation bays for editing/grading (count as per Section 9.4), colour-accurate grading monitors, NAS rack, anti-static vinyl flooring, dual-zone layout (photo edit + video edit)
Zone 6	Broadcast & Control Room	Live	~400 sq. ft.	South Wing	Video switcher desk, multi-monitor wall, stream encoding rack, lighting control console, acoustically separated from production floor
Zone 7	Server & Asset Room	Digital	~200 sq. ft.	South Wing	Server racks, NAS, UPS units, LTO archive drive, precision AC (18–22°C, 40–50% RH), clean-agent fire suppression, restricted biometric/RFID access
Zone 8	Client Briefing & Review Room		~300 sq. ft.	East Wing	Colour-accurate preview/presentation display, conference table, brand consultation seating, glass partition for visual connect
Zone 9	Props Storage	Library &	~300 sq. ft.	East Wing	Modular storage systems for backdrops, props, surfaces, lighting accessories and equipment cases

Zone	Functional Area	Indicative Size	Indicative Location	Key Features / Requirements
Zone 10	Reception & MSME Waiting Lounge	~400 sq. ft.	Main Entrance	Welcome/reception desk, MSME product showcase display units, digital booking-kiosk provisioning, seating for visitors, sample portfolio display area
Zone 11	Staff Workstations & Admin Area	~300 sq. ft.	East Wing	Workstation bays for coordination, content strategy, digital media and administrative staff (count as per Section 9.6)
Zone 12	Pantry, Washrooms & Utility	~300 sq. ft.	West Wing	Pantry with basic fittings, gender-appropriate washrooms (including accessible washroom), janitor room, electrical distribution board (DB) room
Zone 13	Corridors, Movement & Emergency Exits	~300 sq. ft.	Throughout	Fire-rated emergency exits per NBC 2016, accessible passage width ≥ 1.5 m, wayfinding signage
	TOTAL INDICATIVE AREA	~9,000 sq. ft.	2nd Floor, BIADA IT Incubation Centre-I, Industrial Area, Patliputra, Patna	

8.1 Design and Construction Principles

The following design and construction principles shall guide the planning and execution of the Studio, to be elaborated and finalised in the DPR by the Selected Agency:

- **Cyclorama / Infinity Cove:** The Main Photography Studio (Zone 1) shall feature a built-in cyclorama infinity cove with a curved floor-to-wall transition, finished in high-reflectance white (RAL 9010 or equivalent), enabling seamless background photography and videography without visible seams.
- **Sound Isolation:** The Audio Recording Booth (Zone 4) shall be constructed as a room-within-a-room with double-leaf acoustic doors, resilient channel ceiling mounts, and mass-loaded vinyl (MLV) flooring, to achieve a minimum Noise Reduction Coefficient (NRC) of 0.90.
- **Lighting Infrastructure:** A structural overhead lighting grid (2-metre square pattern), rated for 50 kg per node, shall be installed across the Main Studio (Zone 1) and Video Production Floor (Zone 3), to support professional studio lighting fixtures without floor-stand clutter.
- **Electrical Supply:** Dedicated three-phase power supply with separate circuits for studio lighting, post-production lab, server room and general areas. UPS-backed circuits for servers and critical workstations. Indicative connected load of the order of 120 kVA, to be confirmed through detailed load calculation in the DPR.
- **Climate Control:** Each production zone shall have independently controlled air-conditioning. The Server Room (Zone 7) shall have precision AC maintaining 18–22°C and 40–50% relative humidity.
- **Flooring:** Anti-static vinyl flooring for the Post-Production Lab and Server Room; polished concrete or epoxy flooring for the Main Studio; acoustic carpet tiles for the Audio Booth and Client Briefing Room.

- **Accessibility:** The floor layout shall comply with the Rights of Persons with Disabilities Act, 2016, including ramp access from the elevator/lift lobby, tactile indicators, and at least one accessible washroom.
- **Fire & Safety:** Fire suppression appropriate to each zone (sprinklers for general studio areas; clean-agent gas suppression for the Server Room), smoke detectors, illuminated emergency exit signage, and first-aid station(s), all in compliance with NBC 2016.

The Selected Agency shall prepare a detailed architectural floor plan and engineering drawings incorporating the above principles, for approval by the Directorate / appointed Project Management Consultant (PMC), if any, prior to commencement of civil works. Final zone sizes shall be subject to the actual structural dimensions of the premises and shall be finalised during the DPR stage.

9. Detailed Technical Scope — Equipment, Software, Furniture and Systems

This section sets out the indicative categories, descriptions and minimum technical specifications of equipment, software, furniture and systems to be supplied, installed, integrated and commissioned by the Selected Agency. The makes / models indicated are illustrative of the required quality, performance and class of equipment; bidders may propose equivalent or superior makes / models meeting or exceeding the stated specifications, subject to approval of the Directorate / Evaluation Committee.

Exact quantities, specifications and configurations shall be finalised at the DPR stage based on the approved design, subject to the overall technical and functional requirements of this RFP. **Minimum baseline quantities for key equipment, software, furniture and systems shall be as specified in Annexure-XVIII (Indicative Minimum Technical Quantity Matrix). Minimum furniture and fixture requirements shall be as specified in Annexure-XIX (Furniture and Fixture Schedule).** Bidders shall submit their proposed equipment and software specifications as part of the Technical Bid in the Technical Compliance Matrix format.

The Selected Agency shall ensure that the proposed technical solution is adequate for simultaneous and integrated operation of photography, videography, product imaging, audio recording, podcasting, editing, post-production, storage, streaming, presentation and related studio functions in accordance with the intended objectives of the Bihar MSME Studio.

9.1 General Technical Requirements

1. All equipment, software, furniture and systems proposed by the bidder shall be new, unused, current-generation and of reputed make.
2. The bidder may propose equivalent or superior makes / models meeting or exceeding the minimum specifications indicated in this RFP, subject to approval of the Directorate / Evaluation Committee.
3. The quantities indicated in Annexure-XVIII and Annexure-XIX shall be treated as the **minimum baseline requirement** for the purpose of bid evaluation and establishment of the Studio. The bidder may propose additional quantities, improved configurations or superior specifications, where justified by the proposed design and functional requirements.
4. All required accessories, peripherals, connectors, cables, power supplies, adaptors, mounting arrangements, rigging supports, consumables required for initial commissioning, software licences and installation materials necessary for making the systems fully functional shall be deemed to be included within the scope of work.
5. The final approved makes, models, quantities and detailed configurations shall be frozen at the DPR / design approval stage, provided that the same do not fall below the minimum baseline requirement specified in this RFP.
6. The Selected Agency shall ensure interoperability, compatibility and integrated functioning of all supplied systems, including camera systems, lighting systems, audio systems, post-production systems, networking, control room systems, storage, software and support infrastructure.
7. All supplied items shall be covered by OEM warranty / support, wherever applicable, and the benefit of such warranty shall be passed on to the Directorate.

9.2 Equipment, Software and Furniture Baseline

For the avoidance of doubt, the bidder shall note the following:

- **Annexure-XVIII** provides the indicative minimum technical quantity matrix for key equipment, software, furniture and systems.
- **Annexure-XIX** provides the indicative furniture and fixture schedule, zone-wise.
- The bidder's proposal shall be read together with the minimum requirements prescribed in the aforesaid annexures.
- Any proposal quoting below the prescribed minimum baseline, without express approval of the Directorate, shall be liable to be treated as non-responsive.
- The Directorate reserves the right to seek justification, clarification or enhancement of the proposed configuration if the same is found inadequate for the intended functional use of the Studio.

9.3 Bidder's Responsibility

It shall be the responsibility of the bidder to carefully examine the requirements of this section together with Annexure-XVIII and Annexure-XIX and to propose a fully integrated, operationally suitable and technically compliant studio solution. No plea of omission, ambiguity, underestimation of quantities, or exclusion of essential items required for commissioning and operational readiness shall be entertained after submission of bid.

10. Output Quality Standards and Service Benchmarks

The Studio shall be designed, equipped and commissioned with the objective of enabling production output that meets or exceeds the following minimum quality benchmarks. The Selected Agency shall ensure that the equipment, software and infrastructure proposed are capable of consistently achieving these benchmarks, and shall demonstrate this capability during testing, trial runs and commissioning.

Content Type		Resolution / Format	Technical Standard	Quality Benchmark
E-Commerce Photos	Product	Min. 4000×4000 px, 300 DPI	sRGB, white-balanced, ΔE colour accuracy	<2 Pure white background (RGB 255,255,255); Amazon/Flipkart/ONDC compliant
Lifestyle / Context Photos		Min. 3000×2000 px, 300 DPI	sRGB, colour-graded	Product in natural-use setting; no logo overlays
Artisan Documentation	GI	Min. 3000×2000 px	sRGB, true-to-life colour	Accurate fabric/craft colour reproduction
Short Product Videos (Social)	Videos	1080p / 4K, 24–60 fps	H.264 / H.265, AAC audio	Vertical (9:16), Square (1:1), Landscape (16:9); 15–60 sec
TVC / Commercial Video		4K (3840×2160), 25 fps	ProRes 422 / H.265 master	Rec. 709 colour space; –24 LKFS audio normalisation
Documentary / Institutional Film		4K, 25 fps	ProRes 4444 master + H.265 delivery	Colour graded; subtitled; multilingual track option
Audio — Voice-Over / Dubbing		48kHz / 24-bit WAV	Noise floor < –60 dBFS	No clipping; –3 dBFS peak; broadcast EQ applied
Radio Jingle / PSA		44.1kHz / 24-bit WAV	MP3 320kbps delivery	AIR/FM broadcast compliant; –23 LUFS normalisation
Print Design Files		300 DPI minimum	CMYK colour profile	PDF/X-1a for print; 3mm bleed; embedded fonts
Social Media Graphics		1080×1080 (square) px	sRGB, 72 DPI	JPEG/PNG static; GIF/MP4 animated; platform-specific variants

10.1 Quality Control (QC) Process

The Selected Agency shall, as part of the DPR and handover documentation, establish a documented Quality Control framework for the Studio's operations, covering at minimum the following stages:

- **Pre-Production Check:** Camera sensor calibration, lens test shots, colour calibration, microphone signal check, and storage availability confirmation prior to every production session.
- **On-Set QC:** Tethered-shoot review on a colour-calibrated monitor, exposure and audio-level monitoring, and approval of a test frame/take before batch production.
- **Post-Production QC:** File-integrity verification on ingest, colour grading against reference, audio noise-floor measurement, and resolution/codec compliance check.
- **Delivery QC:** Final comparison against the client brief, e-commerce platform compliance check (Amazon/Flipkart/ONDC image guidelines), and file format/naming convention verification.

The Selected Agency shall demonstrate, through trial runs during commissioning, that the proposed equipment, software and workflow are capable of supporting the above QC framework and achieving the benchmarks specified in this section.

10.2 Reference Sample Portfolio

As part of commissioning and handover, the Selected Agency shall support the Studio operations team in establishing an initial reference portfolio of sample outputs across the following indicative categories, for display at the Reception (Zone 10) and for use in demonstrating Studio capability to prospective MSME clients:

- E-commerce product photography samples across multiple product categories (textiles, food, handicrafts, packaging, electronics, agro-products, leather, metalware, woodware, terracotta);
- GI-tagged artisan documentation samples (e.g., Madhubani, Sikki, Sujani, Bhagalpuri Silk, Manjusha, Tikuli Art);
- Food photography samples, including FSSAI-compliant labelling shots;
- Video samples — short product reel, artisan documentary excerpt, social media reel;
- Audio samples — voice-over (Hindi/Maithili/regional), radio jingle, podcast excerpt;
- Design samples — product label, social media pack, exhibition banner, brochure.

This portfolio shall be produced using consented MSME client content or purpose-made demonstration material, and shall serve as a benchmark reference for ongoing Studio operations.

11. Detailed Project Report (DPR) to be submitted by Bidders

Each bidder shall submit a Detailed Project Report (DPR) as part of the Technical Bid. The DPR shall form a mandatory part of the bid and shall, at a minimum, contain the following:

1. Understanding of the project objective, target beneficiaries (MSMEs, SHGs, artisans, Government departments) and intended use of the Studio;
2. Site assessment findings and proposed site-planning concept and design approach;
3. Detailed floor layout and zoning plan, addressing the functional requirements of Section 8;
4. Room-wise / zone-wise functional planning, including area allocation and adjacencies;
5. Furniture and workstation layout for each zone;
6. Civil and interior fit-out methodology, including acoustic, cyclorama and flooring proposals;
7. Acoustic and soundproofing plan, including proposed treatments and expected NRC values;
8. Electrical and HVAC plan, including load calculation, distribution philosophy and climate-control zoning;
9. Networking and server room plan, including network architecture, storage sizing and connectivity provisioning;
10. Fire safety, security and access control plan;
11. Detailed equipment list with make/model/specifications/quantity, mapped against Section 9 of this RFP. **(For cameras and lenses, preference may be given to Nikon or Canon systems, or equivalent / superior brands approved by the Directorate.)**
12. Detailed software list with licensing details, mapped against Section 9.5;
13. Systems integration methodology, describing how production, post-production, broadcast, networking and security systems will function as an integrated whole;
14. Implementation schedule and milestones (Bar Chart / Gantt Chart);
15. Testing, trial-run and commissioning plan, including the QC framework referred to in Section 10.1;
16. Training and handover plan, including training modules, duration and target personnel;
17. Maintenance support plan during the warranty / defect liability period, including response times and escalation matrix;
18. Any assumptions, exclusions, dependencies or risks identified by the bidder, along with proposed mitigation measures.

Any bid submitted without a DPR, or with a DPR that does not substantively address the above elements, shall be liable to be considered non-responsive and may be rejected at the technical evaluation stage.

12. Presentation by Bidders

All bidders found to be technically responsive on the basis of eligibility and DPR review may be required to make a presentation before the Evaluation Committee constituted by the Directorate. The presentation shall cover:

- Project understanding and proposed approach to the IEC Studio;
- Design concept, floor plan and zone-wise layout proposal;
- Proposed Studio functionality and end-user workflow;
- Technical approach to civil, MEP, acoustic and networking works (Upgraded Version preferred);
- Proposed equipment plan and rationale for selected makes/models (Upgraded Version preferred);

- Proposed software and systems-integration plan (Upgraded Version preferred);
- Methodology of execution and quality assurance approach;
- Relevant experience in similar assignments (studio/AV/broadcast/acoustic/digital media infrastructure projects);
- Composition of the proposed project team and key experts;
- Proposed implementation schedule and key milestones.

The Evaluation Committee may seek clarifications, request demonstrations, or seek validation of specifications during or after the presentation. The bidder's response during the presentation may be considered as part of the technical evaluation.

13. Eligibility Criteria

Only those bidders who fulfil the following eligibility criteria shall be considered for technical evaluation. Bidders shall submit documentary proof in support of each criterion as part of the Technical Bid.

S.N.	Basic Requirement	Specific Requirements	Documents Required
(i)	Legal Entity	The bidder should be – Incorporated under the Indian Companies Act, 2013 or any other previous company law as per section 2(20) of the Indian Companies Act, 2013, or a Partnership Firm registered under the Limited Liability Partnerships (LLP) Act, 2008, or a Partnership Firm registered under the Indian Partnership Act, 1932, or any other legal entity permitted under applicable law. • Registered with the GST Authorities • Company / Firm should have a valid PAN • Registered in EPF & ESI, if applicable	a) Incorporation Certificate of the Company / LLP / Registration Certificate of the Firm. b) Memorandum of Association & Articles of Association / Partnership Deed. c) PAN. d) GSTIN Registration. e) EPF & ESI Registration, if applicable.
(ii)	Years in Operation	The bidder should have been in operation for a period of at least 5 years in India prior to the date of submission of bid.	a) Incorporation Certificate of the Company / LLP / Registration Certificate of the Firm. b) Copy of ITRs / audited financial statements.
(iii)	Annual Turnover	The bidder should have an average annual turnover of at least ₹10.00 Crores during the last three financial years ending 31st March of the previous financial year.	a) Audited financial statements for the relevant financial years. b) Certificate from the Chartered Accountant or Statutory Auditor clearly stating the turnover as mentioned.
(iv)	Bidder's Strength	The bidder should have adequate in-house or retained technical capability specializing in areas relevant to the present assignment, namely studio establishment, AV systems, acoustics, electrical / MEP, networking / IT	a) Certificate from HR Head / Authorized Signatory of the Organization on Company Letter Head. b) Details of technical manpower.

		systems, interiors, and system integration / commissioning.	c) Organizational chart.
(v)	Mandatory Undertaking	The bidder should not be blacklisted / debarred by Government of India / any State Government in India / PSUs / statutory authority / court of law at the time of publishing of bid.	An affidavit stating the same shall be submitted
(vi)	Earnest Money Deposit	Earnest Money Deposit of Rs. 10,00,000/- (Rupees Ten Lakh Only) in the prescribed mode, unless exempted under applicable Government orders.	Online / Exemption document, as applicable.
(vii)	Project Experience	The bidder must have experience of executing similar projects relating to studio establishment / AV infrastructure / broadcast setup / digital media infrastructure / acoustic fit-out / professional content production infrastructure / integrated technical facilities / projects of value of at least 50 (Fifty) lakhs and above as on Bid calling date	Copy of Work Order / Agreement / LOI and Completion Certificate clearly indicating the scope of work and project value.
(viii)	Certifications	Bidder must have valid ISO 9001:2015 certification as on bid calling date. Possession of ISO 14001:2015, ISO 45001:2018, and ISO/IEC 27001:2022 shall be desirable.	Copy of valid ISO certificate(s) as proof.
(ix)	OEM Authorization	The bidder shall submit valid OEM / manufacturer authorization for major technical equipment categories proposed in the bid, wherever applicable.	OEM Authorization Letters / Manufacturer Authorization Certificates.
(x)	Litigation Disclosure	The bidder shall disclose any ongoing litigation / arbitration / material legal proceedings affecting its ability to perform the contract.	Affidavit / declaration with case details, or Nil declaration.

14. Bid Submission System

The bid shall be submitted online through the e-Tender Portal in a two-bid system, as detailed below.

14.1 Part I — Technical Bid

The Technical Bid shall contain:

- Letter of Technical Bid (Annexure-I);
- Bidder Information Format (Annexure-II);

- Eligibility Compliance Format and supporting documents (Annexure-III);
- Experience details with supporting work orders / completion certificates (Annexure-IV);
- Financial capacity / turnover documents (Annexure-V);
- Non-Blacklisting Declaration (Annexure-VI);
- Litigation Disclosure (Annexure-VII);
- Detailed Project Report — DPR (mandatory, as per Section 11, with checklist per Annexure-VIII);
- Detailed technical proposal and execution methodology;
- Technical Compliance Matrix against the Scope of Work and equipment/software specifications (Annexure-IX);
- Proposed team structure and CVs of key experts (Annexure-X);
- Implementation schedule / Work Schedule (Annexure-XI);
- Furniture and workstation layout drawings;
- Power of Attorney / authorisation for signing the bid;
- Any other document specified in the Bid Data Sheet.

14.2 Part II — Financial Bid

The Financial Bid shall contain the price proposal in the prescribed Financial Bid Format (Annexure-XII) only. No financial information, pricing, rates, costs or commercial terms shall be included, referenced or indicated, directly or indirectly, anywhere in the Technical Bid, including the DPR, technical proposal, equipment lists, drawings or any other technical document. If any financial information is found in the Technical Bid, the bid shall be liable to be rejected.

Note- Financial Bid Format (Annexure-XII) is only for reference, Financial Bid shall be submitted only in BOQ format available on eproc2.bihar.gov.in portal.

15. Evaluation Methodology

The selection of the Implementing Agency shall be made through the Quality and Cost Based Selection (QCBS) method, or such other method as specified in the Bid Data Sheet, in accordance with applicable public procurement norms of the Government of Bihar.

15.1 Technical Evaluation

The Technical Bid shall be evaluated on the basis of:

- Relevant experience of the bidder in similar assignments;
- Understanding of the project and quality of the DPR;
- Technical approach, design concept and execution methodology;
- Adequacy and suitability of proposed equipment, software and systems-integration plan;
- Suitability of the proposed layout, zoning and planning;
- Composition of the project team and qualifications of key experts;
- Realism and robustness of the implementation schedule;
- Performance during the presentation before the Evaluation Committee.

Bidders securing the minimum qualifying technical score (as specified in the Bid Data Sheet) shall be declared technically qualified.

15.2 Indicative Technical Evaluation Criteria

Bidders who meet the pre-qualifications / eligibility requirements shall be considered qualified to move to the next stage of technical evaluation, as per the criteria given below:

S. No.	Criteria	Evaluation Criteria	Documents Required	Maximum Marks
1.	Relevant Similar Project Experience of the Bidder	The bidder must have experience of executing similar projects relating to studio establishment / AV infrastructure / broadcast setup / digital media infrastructure / acoustic fit-out / professional content production infrastructure / integrated technical facilities. Marks shall be awarded based on relevance, scale, Government / institutional experience, and documentary completion, as under: A. Number and relevance of similar projects: (10 Marks) 1 similar project – 4 Marks 2 similar projects – 6 Marks 3 similar projects – 8 Marks - More than 3 similar projects – 10 Marks B. Comparable scale / contract value of similar projects : (4 Marks) - One similar project of moderate scale – 2 Marks - One similar project of substantial scale – 4 Marks C. Experience with Government / PSU / institutional clients: (4 Marks) 1 assignment – 2 Marks 2 assignments – 3 Marks 3 or more assignments – 4 Marks D. Completion record supported by documentary proof: (2 Marks) - Adequate and complete documentary support – 2 Marks	Copy of Work Order / Agreement / LOI and Completion Certificate.	20 marks
2.	Quality Certification	- ISO 9001:2015 – 4 Marks - ISO 14001:2015 – 2 Marks - ISO 45001:2018 – 2 Marks	Copy of valid certificate(s).	10 marks

S. No.	Criteria	Evaluation Criteria	Documents Required	Maximum Marks
		• ISO/IEC 27001:2022 – 2 Marks		
3.	Financial Capacity	Average Annual Turnover: • ₹10 Cr to < ₹12 Cr – 4 Marks • ₹12 Cr to < ₹15 Cr – 6 Marks • ₹15 Cr to < ₹20 Cr – 8 Marks • ₹20 Cr and above – 10 Marks	a) Audited financial statements for the relevant financial years; or b) Certificate from the Chartered Accountant / Statutory Auditor clearly stating the turnover.	10 marks
4.	Understanding of Scope of Work, DPR Quality, Approach & Methodology with Technical Presentation	1. Understanding of project objectives, intended MSME / IEC use cases and business requirements – 5 Marks 2. Quality of DPR, concept note, zoning rationale and layout logic – 5 Marks 3. Technical solution including civil, acoustic, electrical, HVAC, networking and integration framework – 5 Marks 4. Equipment, software and system integration plan – 5 Marks 5. Project plan with Work Breakdown Structure (WBS), implementation schedule and risk mitigation – 5 Marks 6. Technical Presentation before Evaluation Committee – 10 Marks	DPR / Technical Proposal / Presentation before Evaluation Committee.	35 marks
5.	Resume of all Key Technical Resources Proposed for the Project	Qualitative assessment: 1. Project Manager / Team Lead – 2 Marks Minimum Qualification: BE / B.Tech / Architecture / MCA / equivalent with relevant project experience 2. AV / Studio / Broadcast Technical Expert – 2 Marks Minimum Qualification: Bachelor's Degree in Engineering / Media Technology / equivalent with relevant experience 3. Acoustic / Interior / MEP Expert – 2 Marks Minimum Qualification: Relevant degree / diploma with experience in similar works 4. IT / Networking / Systems Integration Expert – 2 Marks Minimum Qualification: BE / B.Tech / MCA / equivalent with relevant experience	As per the format given in the relevant Annexure.	10 marks

S. No.	Criteria	Evaluation Criteria	Documents Required	Maximum Marks
		5. Post-Production / Software / Media Workflow Expert – 2 Marks Minimum Qualification: Relevant technical degree / diploma with relevant experience		
6.	Functional Suitability of Proposed Studio Solution	The proposed studio solution shall be evaluated on its functional suitability for the intended objectives of the Bihar MSME Studio, including product photography, e-commerce cataloguing, promotional content creation, podcast / interview recording, post-production workflow, and Government IEC use. Marks shall be awarded as under: 1. Suitability for product photography / e-commerce cataloguing – 4 Marks 2. Suitability for video / IEC / promotional content production – 4 Marks 3. Suitability for podcast / audio / interview workflows – 3 Marks 4. Suitability for editing / storage / control room workflow – 2 Marks 5. Suitability for multi-user operation and future scalability – 2 Marks	Technical Proposal / DPR / Presentation before Evaluation Committee	15 marks

||| **Grand Total** || 100 marks ||

Note:

- Only those bidders who score **70 marks or more** in the Technical Evaluation shall be considered technically qualified for opening of the Financial Bid.
- The above criteria have been structured to avoid overlap and double-counting of similar project experience.
- The Directorate reserves the right to modify the above evaluation parameters and weightages prior to issue of the final tender, with such modification to be notified through corrigendum / addendum on the e-Tender portal.

15.3 Financial Evaluation

Table for Quoting the Price / Cost or Refer

Sl. No.	Component	Total Items	Unit Price (INR)	GST (INR)	Total Price (INR)
1.	Establishment of Bihar MSME Studio including DPR preparation, planning, design, civil and interior fit-out, furniture and fixtures, acoustics, electrical and HVAC works, networking, studio equipment, software, installation, integration, testing, commissioning, training and handover	1 Lot			
	Grand Total				

Note: The Financial Bid should be clearly quoted for:

- The required scope of establishment and all associated components
- Equipment, software, furniture, systems, installation, integration and commissioning
- All taxes and duties, as applicable

Financial Bids of only those bidders who are declared technically qualified (and, where applicable, meet the minimum qualifying technical score) shall be opened. Financial Bids of technically non-qualified bidders shall not be opened and shall be returned/retained as per portal procedure.

15.4 Final Selection

The Authority, after determining that the Bid has passed the test of responsiveness, shall evaluate the Bids submitted by all the Bidders and ascertain whether the Bidders have fulfilled the Minimum Eligibility Criteria stated in this RFP.

Thereafter, the Bids which meet the Minimum Eligibility Criteria shall be evaluated against the Technical Evaluation Criteria specified in this RFP. Only those bidders who secure **70 marks or above out of 100** in the Technical Evaluation shall be deemed to be technically qualified bidders ("Qualified Bidders"), and only the Financial Bids of such Qualified Bidders shall be opened and considered for further evaluation.

The Authority shall examine whether the Financial Bids are complete, unconditional and in conformity with the requirements of the RFP. The cost indicated in the Financial Bid shall be deemed to be the final and inclusive cost of the services to be provided under the contract, subject to the terms and conditions of this RFP.

The lowest Financial Bid (**FM**) shall be assigned a financial score (**SF**) of **100 points**. The financial scores of the other Qualified Bidders shall be computed as follows:

$$SF = 100 \times FM / F$$

Where:

F = amount of the Financial Bid of the bidder under consideration.

The final combined score (**S**) of each Qualified Bidder shall be calculated by applying the Quality and Cost Based Selection (**QCBS**) method, as follows:

$$S = ST \times Tw + SF \times Fw$$

Where:

ST = Technical Score of the bidder

SF = Financial Score of the bidder

Tw = weight assigned to the Technical Bid = **0.70**

Fw = weight assigned to the Financial Bid = **0.30**

Bids shall be ranked according to their final combined score. Subject to the provisions of this RFP, the Qualified Bidder securing the highest combined score shall ordinarily be declared as the selected bidder (the "Selected Bidder").

In the event that, upon evaluation, two or more Qualified Bidders obtain the same final combined score (the "Tie Bidders"), the bidder securing the higher Technical Score shall be ranked higher. If the Tie Bidders also secure the same Technical Score, the Authority may adopt such further method as may be considered appropriate and permissible under the applicable procurement rules.

The format for submission of the Financial Bid / Quote is provided in the relevant Annexure.

16. Time Schedule for Implementation

The Selected Agency shall complete the entire Scope of Work within a total implementation period of **120 days** from the date of issue of Work Order / signing of Agreement. An indicative implementation sequence, to be elaborated into a detailed schedule by the bidder, shall include the following broad phases:

1. Mobilisation, detailed site survey and finalisation of DPR;
2. Approval of design, drawings and specifications by the Directorate;
3. Civil, interior, acoustic and fit-out works;
4. Electrical, HVAC, fire safety, security and networking infrastructure works;
5. Supply, installation and integration of studio equipment, broadcast systems and software;
6. Furniture installation and branding/signage works;
7. Testing, calibration, trial runs and commissioning;
8. Training of Studio personnel;
9. Final documentation, asset register preparation and handover.

The bidder shall submit a detailed implementation timeline as part of the Technical Bid (Annexure-XI), clearly indicating durations, dependencies and milestones for each of the above phases, and any sub-activities considered necessary.

17. Tender Fee, Earnest Money Deposit and Performance Security

The Tender Fee, Earnest Money Deposit (EMD) and Performance Security applicable to this RFP shall be as specified in the Bid Data Sheet, and shall be submitted through the modes prescribed on the e-Tender portal. The general framework is as under:

Sl. No.	Particulars	Requirement
1	Tender Processing Fee / Tender Fee	₹10,000/-
2	Earnest Money Deposit (EMD)	₹10,00,000/- (Refundable)
3	Performance Security / Security Deposit	5% of the contract value
4	Exemption	EMD shall be admissible to bidders registered under the MSME (Udyam Certification) scheme, subject to submission of valid documentary proof, as per prevailing Government orders. No exemption shall be admissible from Performance Security.

18. Pre-Bid Meeting and Clarifications

A pre-bid meeting shall be conducted on the date, time and venue (including virtual mode, if applicable) specified in the Bid Data Sheet / Key Dates published on the e-Tender portal. Interested bidders are encouraged to participate and seek clarifications regarding the scope, technical requirements, site conditions and bidding process.

Bidders may also submit written queries within the time prescribed in the Bid Data Sheet, through the mode specified (e-Tender portal / email, as notified). Responses to queries, clarifications and any consequent corrigendum/addendum shall be issued on the e-Tender portal and/or such other official mode as decided by the Directorate.

Only written clarifications and corrigenda issued by the Directorate through the official mode shall be binding. Verbal clarifications, if any, shall not bind the Directorate.

19. Site Visit

Bidders are strongly advised to visit the site at 2nd Floor, BIADA IT Incubation Centre-I, Industrial Area, Patliputra, Patna, prior to submission of their bid, and to acquaint themselves with the site conditions, structural dimensions, access arrangements, existing services, statutory constraints and any other factors that may affect the design, planning, execution, cost or time of completion of the work.

Arrangements for site visits, including the date(s), time(s) and point of contact, shall be notified through the Bid Data Sheet / e-Tender portal. No claim arising out of a bidder's lack of knowledge of site conditions shall be entertained at any stage after submission of the bid or award of work.

20. General Obligations of the Selected Agency

The Selected Agency shall:

- Perform the work with due diligence, efficiency and economy, and in accordance with sound technical and professional practices;
- Deploy qualified, experienced and adequate manpower for design, execution, supervision and commissioning of all components of the Scope of Work;
- Adhere to the approved specifications, drawings, standards and codes (BIS/IS codes, NBC 2016, CEA guidelines, fire safety norms, accessibility norms, and any other applicable standards);
- Use new, genuine, branded and quality-assured materials and equipment, free from any defect, and as specified in the approved DPR/specifications;
- Comply with all applicable safety, labour and environmental laws, including provision of personal protective equipment (PPE) to workers and adherence to safe construction/installation practices;
- Protect Departmental and BIADA property, and make good any damage caused during the course of execution;
- Maintain strict confidentiality of all Departmental information, designs, data and documents shared in the course of the assignment;
- Complete the work within the stipulated time as per the approved implementation schedule, and promptly inform the Directorate of any anticipated delays along with mitigation measures;
- Remedy all defects identified during the Defect Liability Period / Warranty Period at no extra cost to the Directorate, except where attributable to misuse;
- Provide full support during testing, trial runs, commissioning and handover, including coordination with OEMs/suppliers for warranty and after-sales support;
- Obtain all statutory approvals, permits, licences and clearances required for execution of the work, to the extent such obligations are placed on the Selected Agency under the Agreement, and provide full support to the Directorate in obtaining any approvals that are the Directorate's responsibility.

21. Inspection, Testing and Acceptance

All materials, works, equipment and systems supplied under the contract shall be subject to inspection, testing and acceptance by the Directorate or its authorised representatives, including any Project Management Consultant (PMC) appointed for the project.

The Directorate may, at its discretion:

- Inspect any stage of the work, including civil, MEP, acoustic and installation works, with or without prior notice;
- Seek proof of specifications, test certificates, OEM authorisation letters and compliance documents for equipment and materials;
- Require demonstration and testing of any equipment, system or sub-system, including the trial runs described in Section 7.10;
- Reject any substandard work, material or equipment that does not conform to the approved specifications, and direct rectification, replacement or removal at the cost of the Selected Agency;
- Direct rectification of any deficiency identified during inspection, testing, trial runs or the Defect Liability Period.

Final acceptance and handover of the Studio shall be subject to satisfactory completion of all works, successful testing and commissioning of all systems, submission of complete documentation (as-built drawings, manuals, asset register, licence certificates), training of designated personnel, and execution of a joint handover certificate signed by both parties.

22. Payment Terms

Payments to the Selected Agency shall be made on a milestone basis, linked to actual physical, technical and functional progress of the work, and subject to certification of satisfactory completion by the Directorate or its authorised representative / Project Management Consultant (PMC), if appointed.

No payment shall be admissible merely on submission or approval of the DPR. Payment shall be released only against achievement of measurable milestones relating to physical execution, supply, installation, integration, commissioning, training, handover and post-handover AMC obligations, in accordance with the payment schedule specified in the Agreement / Bid Data Sheet.

The indicative payment schedule shall be as follows:

Sl. No.	Milestone / Stage	Percentage of Contract Value	Condition for Release of Payment
1	Completion of civil works, partitioning, interior shell, acoustic base works, major MEP rough-ins and infrastructure readiness, including electrical, HVAC, networking backbone, server room preparation, fire safety and access control infrastructure	35%	On physical verification and certification of completion of the base civil / interior / acoustic / MEP / infrastructure works by the Directorate / authorised representative
2	Supply and installation of major studio equipment, furniture, fixtures, software and completion of system integration in all major zones	35%	On delivery, installation, inspection and successful integration verification of approved items and systems at site
3	Testing, calibration, commissioning, SAT / UAT, training, documentation, handover and final operational readiness of the Studio	20%	On successful completion of commissioning, SAT / UAT, training, submission of manuals, asset register, licence details, warranties and formal handover documents
4	Completion of first year CAMC support for the complete scope of work after handover	5%	On satisfactory completion of Year 1 CAMC obligations, certified by the Directorate

SL No.	Milestone / Stage	Percentage of Contract Value	Condition for Release of Payment
5	Completion of second year CAMC support for the complete scope of work after handover	5%	On satisfactory completion of Year 2 CAMC obligations, certified by the Directorate

The above payment schedule is indicative and shall be read along with the detailed terms of the Agreement / Bid Data Sheet. All payments shall be subject to:

1. certification of the relevant milestone by the competent authority / authorised representative;
2. submission of invoice and all supporting documents;
3. deduction of applicable taxes, including GST, TDS and other statutory deductions, as applicable; and
4. availability of budgetary allocation and sanction by the competent authority.

No mobilisation advance shall be admissible unless specifically approved under applicable Government rules and expressly provided in the Bid Data Sheet / Agreement. In case mobilisation advance is permitted, the same shall be released only against submission of an unconditional and irrevocable Bank Guarantee of equivalent amount, in the prescribed format.

The Selected Agency shall provide CAMC support for the complete scope of work for a period of 2 years after handover, covering preventive maintenance, corrective maintenance, replacement / rectification support, system upkeep, software support, and coordination with OEM / authorized service providers, as applicable. The detailed scope, service levels, exclusions and response timelines for such CAMC support shall be specified in the Agreement and relevant annexures.

23. Warranty, Defect Liability and Support

The Selected Agency shall provide warranty / defect liability support for the period specified in the Agreement, covering civil, interior, acoustic and fit-out works, all equipment and systems supplied, software installation and configuration, networking and digital infrastructure, and defects arising out of workmanship, installation, integration or commissioning.

In addition to the warranty / defect liability obligations, the Selected Agency shall provide AMC / CAMC support for the complete scope of work for a period of 2 years after formal handover of the Studio. Such AMC / CAMC support shall include preventive maintenance, breakdown support, coordination with OEMs, replacement / rectification of defective items as per applicable warranty / support conditions, system health checks and operational support necessary for continued functionality of the Studio.

Response time and support obligations shall be governed by Annexure-XXII.

24. Penalty and Liquidated Damages

In case of delay in completion of different milestone of the project, a penalty of maximum up to 10% of the cost of contract value will be imposed and shall be deducted from payment of the agency. Penalty can be waived off, if delayed milestone is covered in next stage. A Committee appointed by the competent authority of Department of Industries, Govt. of Bihar will be the final authority to take all decisions related to penalty.

25. Termination

The Directorate may terminate the contract, in whole or in part, if:

- The Selected Agency fails to perform its obligations under the Agreement;
- The work is unduly delayed beyond a period considered material by the Directorate;
- False, misleading or fraudulent information/documents are submitted by the Selected Agency at any stage;
- The Selected Agency is found to be blacklisted, debarred or under suspension by any Government authority during the currency of the contract;
- Any serious breach of the terms and conditions of the contract occurs;
- Public interest so requires.

In the event of termination, the Directorate shall be entitled to take such action as is provided under the Agreement and applicable law, including forfeiture of Performance Security, recovery of additional costs incurred in completing the work through alternative means, and any other remedy available in law.

26. Force Majeure

Neither Party shall be liable for failure to perform its obligations under the Agreement if such failure arises from a Force Majeure event — including natural calamity, war, civil disturbance, epidemic/pandemic, governmental restriction, or any other event beyond the reasonable control of the affected Party — subject to the conditions, notice requirements and procedures specified in the Agreement.

27. Governing Law and Jurisdiction

This RFP and the resultant contract shall be governed by and construed in accordance with the laws of India. Courts at Patna, Bihar shall have exclusive jurisdiction in respect of any disputes arising out of or in connection with this RFP and the contract, subject to applicable law and any dispute resolution mechanism specified in the Agreement.

28. Rights Reserved by the Directorate

The Directorate reserves the right to:

- Accept or reject any or all bids, without assigning any reason;
- Annul the bidding process at any stage prior to award of contract;
- Amend this RFP, in whole or in part, through corrigendum/addendum on the e-Tender portal;
- Relax any condition of this RFP in the public interest, where permissible under applicable rules;
- Seek additional information, clarification or documents from any bidder at any stage;
- Verify the authenticity of documents and credentials submitted by bidders, including direct verification with issuing authorities/clients;
- Negotiate with the selected bidder, where permitted under applicable procurement rules;
- Split, modify or re-scope the work, if required, prior to award of contract.

The decision of the Directorate in all matters relating to this RFP shall be final and binding on all bidders.

29. Scope of Work Matrix — Summary

The following matrix summarises the Scope of Work described in detail in Sections 7 to 9 of this RFP, organised by discipline/section, for ease of reference by bidders in preparing their Technical Compliance Matrix (Annexure-IX).

Section	Discipline	Key Components
A	Planning and DPR	Site assessment; Detailed Project Report; design and layout; room zoning; workstation plan; technical drawings; implementation methodology
B	Civil and Interior Fit-Out	Partitioning; studio build-out; ceiling and flooring; cyclorama/infinity cove; acoustic interiors; reception and lounge; storage and technical room; green room and support spaces
C	Technical Infrastructure	Electrical and MEP; HVAC; networking; server room; fire safety; CCTV; access control
D	Furniture and Fixtures	Workstations; editing desks; control room furniture; lounge furniture; storage systems; support furniture
E	Equipment	Photography systems; video systems; audio systems; broadcast/live-streaming systems; post-production systems; accessories
F	Software	Image editing; video editing; colour grading; audio editing; motion graphics; system software; security and backup tools; DAM software
G	Installation and Commissioning	Installation; integration; testing; calibration; commissioning; trial runs
H	Training and Handover	Training; manuals; asset register; warranties; SOPs; final handover

30. Additional Mandatory Provisions for Strengthening of the RFP

The following additional provisions shall form an integral part of this RFP and shall prevail, wherever required, for the purposes of technical clarity, bid comparability, contractual enforceability and operational readiness of the IEC Studio.

30.1 Minimum Technical Baseline

Notwithstanding anything contained elsewhere in this RFP, the Selected Agency shall ensure provision of at least the minimum baseline quantity and specification of equipment, furniture, software and systems as indicated in the relevant annexures. The bidder may propose equivalent or superior makes/models and may enhance the configuration in the DPR; however, under no circumstances shall the proposed solution fall below the minimum technical baseline prescribed in this RFP.

30.2 Completion Timeline

The entire work of establishment, including DPR finalization, design approval, civil and interior fit-out, supply and installation of equipment and software, integration, testing, commissioning, training and handover, shall be completed within 120 days from the date of issue of work order / signing of agreement, unless otherwise extended by the competent authority in writing.

30.3 Warranty and Defect Liability

The Selected Agency shall provide a minimum Defect Liability Period / Warranty of 24 months from the date of final acceptance for all civil works, interior works, furniture, fixtures, electrical systems, HVAC systems, networking, equipment, software configuration and integrated technical systems. During this period, all defects, failures, malfunctions and deficiencies attributable to design, workmanship, installation, material or configuration shall be rectified by the Selected Agency at no additional cost to the Department.

30.4 OEM Authorization

The bidder shall submit valid OEM authorization letters / manufacturer authorization certificates for all critical equipment categories proposed in the bid, including cameras, lenses, lighting systems, audio systems, editing / storage hardware, PTZ systems, switchers, teleprompters, enterprise software and other major technical systems, wherever applicable.

30.5 Training and Handholding

The Selected Agency shall provide at least 5 days of hands-on operational training for camera, lighting, audio and studio systems, 5 days of training for editing, post-production, storage, software and media workflow, and 2 days of training for administration, booking, digital asset handling and reporting workflows. In addition, the Selected Agency shall provide a minimum 30-day handholding period after commissioning for operational stabilization.

30.6 SAT / UAT and Acceptance

Final acceptance of the Studio shall be subject to successful completion of Site Acceptance Testing (SAT) and User Acceptance Testing (UAT). The Selected Agency shall demonstrate satisfactory performance of all approved studio zones, including photography, videography, product imaging, podcast, audio recording, editing, storage, control room, live streaming, lighting and networking systems. Acceptance shall be zone-wise and system-wise, based on approved test checklists and demonstration of integrated functionality.

30.7 Milestone-Based Deliverables

Implementation shall be linked to milestone-based deliverables including (i) DPR and drawing approval, (ii) civil, interior and acoustic shell completion, (iii) electrical, HVAC, safety and networking infrastructure completion, (iv) supply and installation of equipment, furniture and software, (v) integration, testing, commissioning and training, and (vi) final handover after SAT/UAT.

30.8 CAMC Transition Support

2 years CAMC for the complete scope of work and linking 5% payment release at the end of each year after handover. This means:

- The main establishment scope remains as before,
- After successful handover, the Selected Agency shall provide CAMC support for 2 years for the complete installed scope,
- 10% of contract value may be reserved for post-handover CAMC-linked release,
- Out of this, 5% shall be released after successful completion of Year 1 AMC,

- 5% shall be released after successful completion of Year 2 AMC.

(Note - A CAMC (Comprehensive Annual Maintenance Contract) is an all-inclusive plan that covers routine check-ups, labor, and the cost of any replaced spare)

30.9 Output Quality Standards

The Selected Agency shall ensure that the supplied and commissioned Studio infrastructure is capable of delivering professional outputs meeting the minimum standards prescribed in Annexure-XVII and the applicable commissioning checklists.

31. List of Annexures

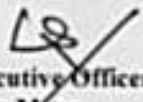
The following annexures shall form part of this RFP and shall be made available to bidders along with the tender document on the e-Tender portal:

- Annexure-I: Format for Technical Bid Submission Letter
- Annexure-II: Bidder Information Format
- Annexure-III: Eligibility Compliance Format
- Annexure-IV: Experience Details Format
- Annexure-V: Financial Capacity / Turnover Format
- Annexure-VI: Non-Blacklisting Declaration
- Annexure-VII: Litigation Disclosure Format
- Annexure-VIII: Format for DPR Submission Checklist
- Annexure-IX: Technical Compliance Matrix (Scope of Work, Equipment and Software Specifications)
- Annexure-X: Proposed Team and Expert CV Format
- Annexure-XI: Work Schedule / Implementation Timeline Format
- Annexure-XII: Financial Bid Format
- Annexure-XIII: Draft Agreement / Contract Conditions
- Annexure-XIV: Site Information / Indicative Layout (if any)
- Annexure-XV: Indicative Zone-Wise Functional Requirements (as detailed in Section 8 of this RFP)
- Annexure-XVI: Indicative Equipment, Software and Furniture Specification Lists (as detailed in Section 9 of this RFP)
- Annexure-XVII: Output Quality Standards and Benchmarks (as detailed in Section 10 of this RFP)

32. Concluding Clause

The Selected Agency shall establish and hand over a fully functional IEC Studio — the Bihar MSME Media and Content Production Studio — complete in all respects, including approved design and DPR, civil and interior works, acoustics, MEP and networking infrastructure, security and fire safety systems, furniture and fixtures, studio equipment and broadcast systems, licensed software, systems integration, testing and commissioning, training of personnel, and complete documentation, in accordance with the terms, conditions and Scope of Work set out in this RFP and its annexures.

Bidders are advised to read this RFP in its entirety, along with the Bid Data Sheet and all annexures, and to submit their bids strictly in accordance with the format and requirements specified herein. Any bid that is incomplete, conditional, or does not conform to the requirements of this RFP may be declared non-responsive and rejected at the sole discretion of the Directorate.


Chief Executive Officer
Udyog Mitra,
Department of Industries,
Government of Bihar, Patna

ANNEXURES

Note:

All declarations, undertakings, certificates, authorization letters and supporting documents, wherever required under the Annexures, shall be submitted on the official letterhead of the bidder, duly signed by the authorized signatory with seal / stamp, wherever applicable.

Annexure-I

Format for Technical Bid Submission Letter

To
The Chief Executive Officer, Udyog Mitra,
Department of Industries, Government of Bihar, Patna

Subject: Submission of Technical Bid for Selection of an implementing Agency for establishment of the IEC Studio (Design, Development, Establishment, Equipping, Integration, Commissioning) under RAMP.

Sir,

With reference to the Request for Proposal (RFP) issued by the Chief Executive Officer, Udyog Mitra, , Department of Industries, Government of Bihar, Patna, we hereby submit our Technical Bid for the above-mentioned assignment.

We confirm that we have carefully examined the RFP document, including all sections, annexures, clarifications and amendments, if any, and have understood the scope, obligations, terms and conditions thereof. We hereby agree to abide by the same.

We are submitting herewith our Technical Bid along with the Detailed Project Report (DPR), technical proposal, eligibility documents, technical compliance matrix, implementation methodology, team details and all other information/documents as required under the RFP.

We further certify that:

- The information furnished in this bid and the attached documents is true, correct and complete in all respects;
- Our bid is unconditional and valid for the period prescribed in the RFP;
- Our organisation has not been blacklisted/debarred/banned by any government department/PSU/statutory authority, except as disclosed separately, if any;
- We accept that the directorate reserves the right to reject any or all bids without assigning any reason.

We request that our bid may kindly be considered for evaluation.

Yours faithfully,

Signature of authorised Signatory

Name:

Designation:

Name of Bidder:

Registered Address:

Contact No.:

E-mail:

Date:

Place:

Annexure-II**Bidder Information Format**

Sl. No.	Particulars	Details
1	Name of Bidder / Firm / Company	
2	Constitution of Bidder (Company / LLP / Partnership / Proprietorship / Consortium, if permitted)	
3	Registered Office Address	
4	Corporate / Branch Office Address	
5	Name of Authorised Signatory	
6	Designation of Authorised Signatory	
7	Contact Number	
8	E-mail Address	
9	Website	
10	PAN	
11	GSTIN	
12	CIN / Registration No. / LLPIN / Other Registration No.	
13	Year of Incorporation / Establishment	
14	Name of Parent / Holding Company, if any	
15	Whether registered under MSME/Udyam (Yes/No)	
16	If yes, Udyam Registration Number	
17	Whether registered in Bihar (Yes/No)	
18	Brief Profile of Bidder (maximum 250 words)	

Annexure-III

Eligibility Compliance Format

Clause No.	Eligibility Parameter	Complied (Yes/No)	Reference / Document Attached
11.1	Legal Status		
11.2	Statutory Registrations (PAN, GST etc.)		
11.3	Relevant Experience		
11.4	Financial Capacity / Turnover		
11.5	Technical Capability		
11.6	Non-Blacklisting		
11.7	Litigation Disclosure		

Note: Bidders shall attach documentary proof in support of each eligibility condition.

Annexure-IV**Experience Details Format**

Sl. No.	Name of Project	Client / Department	Scope of Work	Contract Value (₹)	Period of Execution	Supporting Document Reference

Additional sheets may be attached, if required.

Annexure-V**Financial Capacity / Turnover Format (Minimum average annual turnover ₹10 crore)**

Financial Year	Annual Turnover (₹)	Supporting Document Reference
FY 2022-23		
FY 2023-24		
FY 2024-25		
Average Annual Turnover		

Certified by Chartered Accountant

Name of CA:

Membership No.:

UDIN:

Seal and Signature:

Annexure-VI

Non-Blacklisting Declaration (On Stamp Paper of minimum value of Rs.100)

I/We, on behalf of _____ (name of bidder), hereby declare and certify that our firm/company/LLP/proprietary concern has not been blacklisted, debarred, banned or otherwise rendered ineligible to participate in any tender/procurement process by any Central Government Department, State Government Department, PSU, statutory authority or court of law as on the date of submission of this bid.

I/We further declare that if the above declaration is found to be false or incorrect at any stage, the Directorate shall be at liberty to reject/cancel our bid/contract and take such action as may be deemed fit under applicable law.

Signature of Authorised Signatory

Name:

Designation:

Name of Bidder:

Date:

Place:

Annexure-VII**Litigation Disclosure Format**

I/We, on behalf of _____ (name of bidder), hereby disclose the following litigation/arbitration/legal proceedings pending against the bidder, its directors/partners/proprietor, which may have a material bearing on its capacity to perform the contract, if awarded:

Sl. No.	Case Title / Court / Authority	Nature of Matter	Current Status	Remarks

If there is no such litigation, please write: NIL.

Signature of Authorised Signatory

Name:

Designation:

Name of Bidder:

Date:

Place:

Annexure-VIII

Format for DPR Submission Checklist

Sl. No.	DPR Component	Submitted (Yes/No)
1	Project understanding and conceptual approach	
2	Detailed site planning and zoning plan	
3	Single-floor layout / space planning drawings	
4	Room-wise functional planning	
5	Furniture and workstation layout	
6	Civil and interior concept	
7	Acoustic treatment and soundproofing plan	
8	Electrical and MEP plan	
9	HVAC and environmental control plan	
10	Networking / server / storage plan	
11	Fire safety / CCTV / access control plan	
12	Equipment list with specifications, makes/models and quantities	
13	Software list with licence details	
14	Implementation methodology and schedule	
15	Testing and commissioning plan	
16	Training and handover plan	
17	Warranty / support / defect liability plan	
18	Any assumptions / exclusions / dependencies	

Technical Compliance Matrix (Scope of Work, Equipment and Software Specifications)

[illegible]

Note: Separate detailed sheets may be attached for equipment, software and system-wise compliance.

Annexure-X Proposed Team and Expert CV Format

A. Summary of Proposed Team

Sl. No.	Name	Proposed Role	Qualification	Total Experience (Years)	Relevant Experience	Employment Status (In-house / Retained / Proposed)

B. CV Format for Key Experts

1. Name of Expert:
2. Proposed Position:
3. Date of Birth / Age:
4. Educational Qualification:
5. Professional Certifications:
6. Total Professional Experience:
7. Relevant Experience in Similar Projects:
8. Key Responsibilities in this Assignment:
9. Present Employer / Association with Bidder:
10. Contact Details:
11. Declaration of Availability:

Signature of Expert: _____

Signature of Bidder's Authorised Signatory: _____

Annexure-XI**Work Schedule / Implementation Timeline Format**

Sl. No.	Activity / Milestone	Start Week / Date	End Week / Date	Duration	Dependency / Remarks
1	Site assessment and DPR submission				
2	Design approval and drawings				
3	Civil and interior works				
4	Acoustic treatment and MEP works				
5	Electrical / networking / server setup				
6	Supply of equipment and software				
7	Installation and integration				
8	Testing, commissioning and trial runs				
9	Training and handover				

Annexure-XII**Financial Bid Format**

Table for Quoting the Price / Cost or Refer

Sl No.	Component	Total Items	Unit Price (INR)	GST (INR)	Total Price (INR) inclusive all taxes
1.	Establishment of Bihar MSME Studio including DPR preparation, planning, design, civil and interior fit-out, furniture and fixtures, acoustics, electrical and HVAC works, networking, studio equipment, software, installation, integration, testing, commissioning, training and handover	1 Lot			
	Grand Total				

Financial Bid Format

To be submitted online only in the prescribed BOQ / Financial Bid format available on the e-Procurement Portal.

The bidder shall quote its price strictly in accordance with the format prescribed in the Financial Bid / BOQ. No conditions, assumptions, caveats or alternative commercial bids shall be permitted. Any such conditional financial proposal may render the bid non-responsive.

Indicative line items may include, without limitation:

1. DPR, design and planning;
2. Civil and interior fit-out;
3. Acoustic treatment;
4. Electrical, HVAC, MEP and technical infrastructure;
5. Furniture and fixtures;
6. Studio equipment and accessories;
7. Software and licences;
8. Installation, integration, testing and commissioning;
9. Training, documentation and handover;
10. Taxes and duties, if applicable, as per portal format.

Annexure-XIII

Draft Agreement / Contract Conditions

This Draft Agreement is indicative in nature and shall form the basis of the final contract to be executed between the Directorate and the Selected Agency. The final Agreement shall, inter alia, include detailed provisions relating to **milestones and payment terms, defect liability period (DLP), warranty obligations, Site Acceptance Testing (SAT), User Acceptance Testing (UAT), support response timelines, and post-warranty support / AMC transition arrangements**, in addition to the other conditions set out herein.

1. Parties to the Agreement
2. Definitions and Interpretation
3. Scope of Work and Deliverables
4. Contract Period and Completion Schedule
5. Obligations of the Selected Agency
6. Obligations of the Directorate
7. Submission and Approval of DPR / Drawings / Specifications
8. Quality Standards and Inspection
9. Milestones and Payment Terms
10. Performance Security
11. Change in Scope / Variation
12. Taxes, Duties and Statutory Compliance
13. Warranty, Defect Liability and Support
14. Confidentiality and Data Security
15. Intellectual Property and Ownership of Outputs
16. Insurance, Safety and Labour Compliance
17. Delay, Liquidated Damages and Penalties
18. Force Majeure
19. Suspension and Termination
20. Dispute Resolution
21. Governing Law and Jurisdiction
22. Notices
23. Miscellaneous Provisions

Draft Signature Block:

For the Chief Executive Officer, Udyog Mitra: _____

For the Selected Agency: _____

Witness 1: _____

Witness 2: _____

Annexure-XIV

Site Information / Indicative Layout (if any)

Project Name: IEC Studio — **Bihar MSME Media & Content Production Studio**

Location: 2nd Floor, BIADA IT Incubation Centre-I, Industrial Area, Patliputra, Patna, Bihar

Approximate Built-up Area: 9,000 – 9,500 sq. ft.

Layout Type: Single-floor integrated planning model

Indicative Site Information to be considered by bidders:

- Main production floor / photography studio area
- Campaign / brand stage
- Broadcast / newsroom studio
- Podcast and interview studio
- Audio recording / dubbing room
- Editing and post-production area
- Chroma / green-screen area
- Green rooms / makeup areas
- Reception / client lounge / briefing room
- Server / technical room
- Equipment storage and preparation room
- Washrooms / support / circulation areas

Bidders shall undertake site visit and verify dimensions, access and existing site conditions independently before preparing DPR.

Annexure-XV

Indicative Zone-Wise Functional Requirements

Sl. No.	Zone / Functional Area	Indicative Functional Requirement
1	Main Photography Studio	Product photography, catalogue shoots, campaign and fashion shoots, large-format still photography
2	Campaign / Brand Stage	Brand content, promotional sets, advertisement shoots, product launch visuals
3	Broadcast / Newsroom Studio	Talk shows, announcements, webinar recording, institutional communication
4	Podcast and Interview Studio	Podcast recording, expert interviews, discussions, founder stories, digital communication
5	Audio Recording / Dubbing Room	Voiceovers, dubbing, narrations, audio branding and clean audio capture
6	Editing and Post-Production Suite	Photo retouching, video editing, colour grading, graphics and finishing
7	Green Screen / Chroma Zone	Virtual background content, explainers, promo videos and chroma shoots
8	Green Rooms / Makeup	Artist / presenter preparation, styling, waiting and support
9	Reception / Client Lounge / Briefing	Visitor handling, sample review, client discussion and briefing
10	Server / Technical Room	Storage, networking, UPS, control equipment and media backbone
11	Equipment Storage / Prep Area	Secure storage, charging, preparation and movement of equipment
12	Support / Washroom / Circulation	Utilities, movement and support functions

Annexure-XVI

Indicative Equipment, Software and Furniture Specification Lists

Bidders shall provide detailed make/model/specification/quantity in their DPR and Technical Compliance Matrix. The following heads are indicative.

Section	Category	Indicative Items
A	Photography Equipment	Cameras, lenses, tripods, strobes, LED lights, modifiers, turntables, backdrops, calibration tools and accessories
B	Videography / Cinema Equipment	Cinema cameras, cine lenses, gimbals, sliders, jib/crane, drone, teleprompters, field monitors and accessories
C	Broadcast / PTZ Systems	PTZ cameras, controllers, mounts and related video infrastructure
D	Audio Equipment	Microphones, wireless systems, interfaces, mixers, monitors, headphones, acoustic treatment and accessories
E	Post-Production Hardware	Editing workstations, grading monitors, NAS/SAN, network switches, UPS, backup / archive and peripherals
F	Software and Licensed Tools	Creative software, editing/grading software, tethering tools, DAM, backup, productivity and security tools
G	Broadcast / Control Room	Switcher, streaming system, intercom, monitors, multi-view and graphics/playout systems
H	Furniture and Fixtures	Reception furniture, workstations, control desks, storage, green room furniture, lounge seating, display units and utility furniture

Annexure-XVII

Output Quality Standards and Benchmarks

Sl. No.	Output / Area	Indicative Standard / Benchmark
1	Photography Outputs	Sharp, colour-consistent, correctly exposed, properly retouched and marketplace-ready product / catalogue images
2	Video Outputs	Stable, well-lit, properly exposed, broadcast / digital platform ready video with clean framing and professional editing
3	Audio Outputs	Noise-controlled, balanced, distortion-free, clearly intelligible audio suitable for podcast / dubbing / voiceover use
4	Editing and Graphics	Professional finishing, consistent branding, correct aspect ratios and deliverables in required formats
5	System Performance	Integrated, tested and commissioned systems with stable operation and interoperability
6	Documentation and Handover	Complete manuals, asset register, warranty documents, licences, SOPs and training completion

Annexure-XVIII

Indicative Minimum Technical Quantity Matrix

Sl. No.	Category	Item / System	Minimum Baseline Qty.	Remarks
1	Camera Systems	Primary cinema cameras	7	Minimum combined fleet
2	Camera Systems	Secondary / run-and-gun cameras	5	Minimum combined fleet
3	Camera Systems	PTZ broadcast cameras	8	With integrated PTZ lens systems
4	Lenses	Ultra-wide zoom lenses	4	Across compatible camera mounts
5	Lenses	Standard zoom lenses	5	Across compatible camera mounts
6	Lenses	Tele zoom lenses	4	Across compatible camera mounts
7	Lenses	Prime lenses (24mm / 35mm / 50mm / 85mm / 135mm)	14	Combined across compatible mounts
8	Lenses	Macro lenses	4	Combined across compatible mounts
9	Lenses	Tilt-shift / perspective-control lenses	2	For compatible systems
10	Lenses	Cinema zoom sets	4 sets	Standard and tele range
11	Lighting	Studio strobe flash heads	10	Professional studio class
12	Lighting	Continuous studio LED / COB lights	12	Main production lighting
13	Lighting	LED panel / support lights	8	Interview / fill / support
14	Grip	C-stands	20	Minimum multi-zone baseline
15	Grip	Boom arms	10	Minimum multi-zone baseline
16	Audio	Condenser microphones	8	Recording / podcast / VO
17	Audio	Shotgun / boom microphones	6	Production and interview use
18	Audio	Wireless lavalier systems	8	Multi-speaker workflows
19	Post-Production	High-end editing workstations	12	4K/6K capable
20	Post-Production	Colour grading stations	3	Dedicated grading capability
21	Storage	Shared NAS / SAN storage systems	2	Main and mirrored / clustered
22	Product Imaging	Packshot / 360 product systems	6	Combined product capture systems
23	Software	Adobe Creative Cloud seats	18	Teams / enterprise
24	Software	DaVinci Resolve Studio licences	12	Editing / grading / finishing
25	Furniture	Editing desks / workstations	12	Matching edit seats
26	Furniture	Display / sample showcase cabinets	6	Minimum client-facing baseline

Annexure-XIX**Furniture and Fixture Schedule**

Sl. No.	Zone	Furniture / Fixture	Indicative Minimum Qty.	Remarks
1	Reception / Client Lounge	Reception counter	1	Custom unit
2	Reception / Client Lounge	Visitor seating clusters	2	Minimum
3	Client Briefing Room	Conference table	1	Meeting / review use
4	Client Briefing Room	Conference chairs	8	Minimum
5	Editing / Post-Production	Editing workstations / desks	12	Dedicated edit seats
6	Editing / Post-Production	Ergonomic operator chairs	12	Dedicated edit seats
7	Control Room	Control console desks	2	Main and support
8	Server / Technical Room	Equipment racks / cabinets	4	Minimum
9	Equipment Storage	Storage racks / lockable cabinets	10	Minimum
10	Green Rooms	Makeup stations with mirrors	4	Minimum
11	Green Rooms	Wardrobe / costume storage units	4	Minimum
12	Product Display Area	Modular showcase cabinets	6	Minimum
13	Pantry / Utility	Pantry furniture set	1 set	As required
14	General	Lockers / staff storage	10	Minimum

Annexure-XX

Site Acceptance Testing (SAT) and User Acceptance Testing (UAT) Checklist

Sl. No.	Zone / System	Acceptance Requirement	Complied (Yes/No)
1	Main Photography Studio	Cyclorama, lighting grid, backdrop system, power points and camera workflow functioning satisfactorily	
2	Campaign / Brand Stage	Lighting, framing, set support and production usability demonstrated	
3	Broadcast / PTZ Studio	PTZ control, switcher integration, monitoring and streaming workflow demonstrated	
4	Podcast / Interview Studio	Audio clarity, acoustic treatment, camera/audio sync and monitoring demonstrated	
5	Audio Recording Booth	Noise floor, microphone chain, headphone/cue system and recording workflow demonstrated	
6	Editing / Post-Production	Editing, grading, ingest, storage access and export workflow demonstrated	
7	Server / Storage / Network	NAS/SAN, backup, user access, switching and connectivity demonstrated	
8	Fire / Safety / Security	CCTV, access control, alarms, fire safety and statutory installations demonstrated	
9	Furniture / Fixtures	All approved furniture and fixtures installed and usable	
10	Integrated Workflow	End-to-end trial run completed successfully	

Annexure-XXI**Training, Documentation and Handover Deliverables**

Sl. No.	Deliverable	Minimum Requirement	Remarks
1	Operational training	5 days	Camera, lighting, audio and studio operations
2	Post-production training	5 days	Editing, grading, storage and software workflows
3	Administrative workflow training	2 days	Booking, DAM, reporting and asset control
4	Handholding support	30 days	Post-commissioning operational stabilization
5	User manuals and SOPs	Complete set	Hard and soft copy
6	As-built drawings	Complete set	Civil, electrical, HVAC, network, security
7	Licence documentation	Complete set	Keys, subscriptions, activations and renewals
8	Asset register	Complete set	Make, model, serial no., warranty
9	Handover checklist	Complete set	Signed by both parties

Annexure-XXII

Warranty, OEM Authorization, CAMC and Support Response Matrix

This Annexure shall govern the minimum warranty support obligations, OEM authorization requirements, Comprehensive Annual Maintenance Contract (CAMC) coverage, preventive maintenance obligations, fault response timelines and support escalation requirements applicable to the Bihar MSME Studio.

1. Warranty / Defect Liability Support

The Selected Agency shall provide warranty / defect liability support for civil, interior, acoustic and fit-out works, all equipment and systems supplied, software installation and configuration, networking and digital infrastructure, and defects arising out of workmanship, installation, integration or commissioning. OEM warranty benefits, wherever applicable, shall be passed through to the Directorate.

2. OEM Authorization

The bidder shall submit valid OEM / manufacturer authorization, wherever applicable, for major technical equipment categories including cameras, lenses, lighting systems, audio systems, post-production hardware, storage systems, PTZ systems, switchers, teleprompters and enterprise / commercial software.

3. CAMC for Complete Scope of Work

The Selected Agency shall provide **CAMC support for the complete scope of work for a period of 2 years after formal handover of the Studio**. The CAMC shall be deemed to form part of the contract scope and contract price. The CAMC shall include preventive maintenance, corrective maintenance, coordination with OEMs / authorized service providers, replacement / repair / restoration of defective parts as applicable, software support, system health checks and operational upkeep necessary to maintain the Studio in functional condition.

4. CAMC Payment Linkage

- **5% of Contract Value** shall be released after satisfactory completion of **Year 1 CAMC**, duly certified by the Directorate.
- **5% of Contract Value** shall be released after satisfactory completion of **Year 2 CAMC**, duly certified by the Directorate.

5. Preventive Maintenance

Preventive maintenance shall cover camera systems, lenses, lighting and grip equipment, audio systems, post-production systems, storage, networking, server and control room systems, PTZ / broadcast / streaming systems and other installed technical infrastructure, as applicable.

6. Response and Resolution Timelines

Nature of Issue	Maximum Response Time	Maximum Resolution Time
Critical fault causing shutdown of a major studio function	Within 4 working hours	Within 48 working hours
Major fault affecting production capability but not full shutdown	Within 8 working hours	Within 3 working days
Minor fault / non-critical issue	Within 2 working days	Within 7 working days
Software / configuration / workflow issue	Within 1 working day	Within 5 working days

7. Escalation Matrix and Handover Documents

The Selected Agency shall submit, at the time of handover, the escalation matrix, asset-wise inventory, warranty details, OEM support particulars, CAMC coverage matrix, preventive maintenance schedule, manuals, licence details and complaint / service log format.

8. General Condition

Failure to provide CAMC support in accordance with the above obligations shall be treated as failure of contractual obligation and shall entitle the Directorate to take action in accordance with the Agreement.