

Tender Document for Empanelment of Event Management

Agency at Bihar Bhawan, New Delhi

Tender Notice No.: BB/Events/Empanel/2025

Dated :- 17th September, 2025

1. Introduction

Bihar Bhawan, the official state mission of the Government of Bihar in New Delhi, plays a crucial role in representing the state in the national capital. It serves as a vital liaison with the Central Government and fosters connections with the vibrant Bihari diaspora across Delhi-NCR. To ensure the seamless and successful execution of a diverse range of events, Bihar Bhawan is inviting proposals from experienced, professional, and highly reputed event management agencies for empanelment.

We seek partners who not only demonstrate exceptional creativity and operational capacity but also possess a profound understanding of public administration, cultural nuances, and protocol management. The ability to perform under demanding circumstances while maintaining the highest standards of professionalism is paramount. This empanelment aims to establish a roster of reliable agencies capable of managing a wide spectrum of events hosted at or facilitated by Bihar Bhawan.

The Office of the Resident Commissioner, Bihar Bhawan, Chanakyapuri, New Delhi, invites sealed offline bids under a **two-bid system (Technical and Financial)** from qualified and experienced event management agencies for this empanelment.

2. Scope of Work

The empanelled agencies will be responsible for providing **end-to-end event management services**. This comprehensive scope broadly includes, but is not limited to, the following key areas:

2.1 Event Conceptualization and Execution:

2.2.1 Complete conceptualization, creative design, meticulous planning, expert coordination, and flawless execution of diverse events. This encompasses major cultural and official events and festivals such as Bihar Diwas, Republic Day, Independence Day, Makar Sankranti, Holi, Diwali, and other lunch meet. It also includes various conferences, exhibitions, and seminars organized by the Government of Bihar in Delhi.

2.2 Ambiance and Infrastructure Creation:

2.2.1 Designing and implementing event ambiance, including thematic decorations, elegant floral arrangements, strategic lighting, professional stagecraft, consistent branding, and appealing visual merchandising.

2.2.2 Setting up essential infrastructure such as stages, pavilions, comfortable guest seating areas, well-equipped cafeterias, welcoming lounges, traditional pandals, floor carpeting, VVIP barricading for security, temporary washroom facilities, and dynamic digital backdrops.

2.3 Audio-Visual and Technical Support:

- 2.3.1 Providing comprehensive audio-visual solutions and technical support, including state-of-the-art LED displays, remote curtain-raising mechanisms, robust Public Address (PA) systems, and precise sound and light control.

2.4 Documentation and Media Coverage:

- 2.4.1 Professional arrangement of photography, videography, live streaming, and comprehensive documentation of all events for archival and promotional purposes.

2.5 Outdoor and Promotional Activities:

- 2.5.1 Organizing and executing roadshows, informative marts, and interactive exhibitions, both indoors and outdoors, as per the specific directives of Bihar Bhawan.

2.6 Venue Management and Restoration:

- 2.6.1 Thorough clean-up and complete restoration of venues post-event to ensure they are returned to their pristine original state.

2.7 Liaison and Permitting:

- 2.7.1 Effective coordination with relevant local authorities and departments, including Delhi Police, Traffic Police, Fire Department, Excise Department, Municipal Bodies, and Licensing Branch, to obtain all necessary permits, licenses, and approvals.

2.8 Staffing and Support:

- 2.8.1 Provision of highly qualified and trained support staff, including security personnel, professional ushers, skilled technical crew, diligent supervisors, and efficient sanitation workers.

2.9 Ad-hoc Requirements:

- 2.9.1 Undertaking any additional activities deemed necessary for the successful conduct of an event, as directed by the Resident Commissioner, Bihar Bhawan.

3. Eligibility Criteria

Interested agencies must meticulously fulfill the following minimum eligibility conditions to be considered for empanelment:

- 3.1 **Legal Status and Existence:** The applicant must be a legally registered company, firm, or Limited Liability Partnership (LLP) with a minimum operational existence of **three (3) years in India**.
- 3.2 **Financial Turnover:** The agency must demonstrate an average annual turnover of **₹5 crore average turnover** in the last three consecutive financial years (FY 2022–23, 2023–24, and 2024–25). This must be supported by duly **CA-certified audited financial statements**.

- 3.3 **Experience with Government Entities:** The applicant must have successfully executed similar event management assignments for at least three (3) different Government Ministries/Departments/Public Sector Undertakings (PSUs)/State Governments/ Embassies within the last three (3) years.
- 3.4 **Tax Compliance:** The agency must be registered with Goods and Services Tax (GST) and possess a valid Permanent Account Number (PAN).
- 3.5 **Labor Compliance:** The applicant must be fully compliant with Employees' Provident Fund (EPF) and Employees' State Insurance (ESI) regulations, along with all other applicable labor laws.
- 3.6 **Non-Blacklisting Affidavit:** A notarized affidavit confirming that the agency is currently **not blacklisted** by any government department or agency, as of the date of bid submission, must be submitted.
- 3.7 **Office Presence:** The agency must have a fully functional office located in Delhi or the National Capital Region (NCR).
- 3.8 **EEMA Empanelment (Preference):** Preference will be given to agencies that are currently empanelled with the **Event and Entertainment Management Association (EEMA)**.

4. Documents to be Submitted

Applicants are required to submit the following comprehensive set of documents for technical evaluation. All documents must be self-attested or duly certified as required.

- 4.1 **Audited Financial Statements:** CA-certified Audited Financial Statements for FY 2022-23, FY 2023-24, and FY 2024-25 (as the tender states 2022-23, 2023-24, 2024-25 as the relevant years for turnover, ensure these are submitted, and ideally also the preceding year for completeness).
- 4.2 **Registration Certificate:** Copy of Certificate of Incorporation or Registration of the company/firm/LLP.
- 4.3 **Tax Registrations:** Copies of valid GST registration certificate and PAN card.
- 4.5 **Staff Profile:** A detailed profile of the staff based in Delhi/NCR, including their qualifications, relevant work experience, and roles within the organization.
- 4.6 **Client Portfolio and Performance:** A comprehensive list of important clients served in the last three years, specifically highlighting government ministries/departments/PSUs/state governments. This must be accompanied by copies of relevant work orders and at least two letters of satisfactory performance from these clients.
- 4.7 **Organizational Structure:** Details of the ownership pattern of the agency and a clear organization chart.
- 4.8 **Non-Blacklisting Affidavit:** The original notarized affidavit of non-blacklisting.
- 4.9 **Bank Details:** Bank account details and a cancelled cheque for verification purposes.
- 4.10 **Annexures:** Duly filled, signed, and stamped annexures as provided in the tender document.

- 4.11 **Office Proof:** Address proof and recent photographs of the Delhi/NCR office premises.
- 4.12 **EEMA Membership:** Copy of EEMA membership certificate, if applicable.
- 4.13 The agency shall be required to submit a declaration stating their willingness to operate at the L1 rate for specific service categories, even if they are not the original L1 bidder in that category, for the purpose of uniform service delivery and empanelment under rate contract.
- 4.14 An EMD of ₹1,00,000/-in the form of Demand Draft in favour of Chief Administrative Office, Bihar Bhawan, New Delhi.

5. Bid Structure

Bids must be submitted in a **two-bid system**, comprising a Technical Bid and a Financial Bid, enclosed in separate sealed envelopes.

A. Technical Bid (Envelope-I):

This envelope must contain all the documents listed in Section 4 ("Documents to be Submitted") and the duly filled Technical Bid Format.

B. Financial Bid (Envelope-II):

This envelope must contain the duly filled Financial Bid Format (as provided in Annexure II) which includes the indicative rate card for various services.

Note: The Financial Bid will only be opened for bidders who successfully qualify in the Technical Evaluation.

6. Selection Methodology: Quality and Cost Based Selection (QCBS)

The selection of empanelled agencies will be based on the **Quality and Cost Based Selection (QCBS)** method, with the following weightage:-

- (i) **Technical Bid:** 70%
- (ii) **Financial Bid:** 30%

6.1 Evaluation Parameters (Technical Score - Total 70 Marks):

6.2 **Experience:** 20 Marks (Assessing expertise in providing services for high-profile events).

6.3 **Past Performance with Government/Embassy Functions:** 20 Marks (Evaluating prior experience and success in managing events for Government bodies and diplomatic missions).

6.4 **Quality and Infrastructure:** 15 Marks (Assessing the caliber of the proposed team and the adequacy of available infrastructure).

6.5 **Presentation:** 15 Marks (Evaluating the agency's proposed approach, creative concepts).


Financial Score Calculation:

The financial score will be normalized, with the overall lowest bid for a standard event package, receiving the maximum financial score.

Final Score Calculation:

7. Service Provider Obligations

Upon empanelment, the agency shall meticulously fulfill the following obligations:

- 7.1 **Pre-Event Planning:** Provide a comprehensive pre-event execution plan, including detailed layouts, timelines, and logistical arrangements.
 - 7.2 **Execution Adherence:** Execute all activities strictly as per the agreed-upon scope, specifications, and established time schedules.
 - 7.3 **Site Management:** Be solely responsible for site preparation, complete event setup, ongoing coordination during the event, and thorough site restoration post-event.
 - 7.4 **Permissions and Clearances:** Ensure all requisite permissions, including PWD clearances, electrical safety certificates, are obtained prior to the event. The agency must procure all required permissions, licenses, and approvals for the event and its components from relevant authorities.
 - 7.6 **Safety and Compliance:** Ensure the safety and security of all participants and visitors, comply with all statutory norms, and maintain public hygiene throughout the event.
 - 7.7 **Government Liaison:** Liaise effectively with government and local authorities to facilitate the smooth conduct of events.
 - 7.8 **Staffing Standards:** Deploy appropriate numbers of trained, uniformed, and courteous staff members for all event-related duties.
 - 7.9 **Emergency Preparedness:** Provide on-site first aid facilities, effective fire-fighting mechanisms, and efficient waste disposal systems.
 - 7.10 **Event Documentation:** Document all event activities comprehensively through high-quality photo and video coverage.
 - 7.11 **Post-Event Reporting:** Submit detailed post-event documentation, including photographs, videos, feedback reports, media clippings, and itemized expense statements.
 - 7.12 **Specification Changes:** Notify Bihar Bhawan and obtain prior written approval for any proposed changes in agreed specifications or plans.
 - 7.13 **Efficiency and Transparency:** Carry out all activities outlined in the scope of work efficiently, professionally, and with utmost transparency.
 - 7.14 **Insurance Coverage:** Maintain adequate insurance coverage for all personnel, property, and third-party liabilities related to the event.
 - 7.15 **Rehearsals and Checks:** Conduct thorough rehearsals and technical checks before all high-profile events to ensure flawless execution.
 - 7.16 **Protocol Adherence:** Ensure all service standards strictly adhere to the Government of India protocol.
 - 7.17 **Feedback Mechanism:** Maintain a robust feedback mechanism for real-time issue resolution and swift problem-solving during the event.
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8. Bihar Bhawan Obligations

Bihar Bhawan shall fulfill the following obligations to facilitate the smooth execution of events:

- 8.1 **Event Brief and Access:** Provide an initial event brief, ensure timely venue access, and offer necessary official coordination support.
- 8.2 **Stakeholder Facilitation:** Facilitate meetings with concerned government stakeholders and authorities as required.
- 8.3 **Approval of Designs:** Evaluate and approve all creative designs and stage layouts well in advance of the event.
- 8.4 **Nodal Officer:** Designate a nodal officer for regular coordination and progress review with the empanelled agency.
- 8.5 **Official Support:** Provide necessary official permissions and support letters for licenses where required.
- 8.6 **Venue Handover:** Hand over the event venue to the agency in a timely manner for execution.
- 8.7 **Feedback and Monitoring:** Provide constructive feedback and promptly notify the agency of any deviations or shortcomings.
- 8.8 **Progress Monitoring:** Monitor progress and maintain regular coordination for effective execution.
- 8.9 **Documentation Requests:** Request interim documentation, presentations, or updates to track the work status.

9. Payment Terms

The following payment terms shall be strictly adhered to:

- 9.1 **No Advance Payments:** No advance payment shall generally be made; however, based on specific event needs and upon approval, advance payment of up to 10–20% may be allowed.
- 9.2 **Post-Event Payment:** Payments shall be processed only post the successful execution of events, based on the submission of verified and approved invoices.
- 9.3 **Statutory Deductions:** All applicable statutory deductions, including Tax Deducted at Source (TDS) and GST TDS, shall be applied to payments.
- 9.4 **Invoice Submission:** Bills must be raised and submitted within one week (7 calendar days) after the completion of the event.
- 9.5 **Statutory Contributions Proof:** Documentation of all statutory contributions (e.g., EPF, ESI) made must be presented along with the invoices.

10. Penalty Clause

To ensure adherence to service standards and contractual obligations, the following penalty clauses will be enforced:

- 10.1 **Minor Non-Compliance:** A penalty of **INR 5,000/- (Rupees Five Thousand Only)** may be imposed per incident of non-performance, poor quality of service, or non-compliance with specifications/instructions.
- 10.2 **Continuous Breach/Disqualification:** Continuous breach of contract or accumulation of three (3) or more penalty instances within a defined period shall lead to disqualification from the empanelment.
- 10.3 **Withholding Payment:** Bihar Bhawan reserves the right to withhold payment for substandard work or any breach of instructions until rectification.
- 10.4 **Penalty Appeal:** An appeal against any penalty order may be filed with the Resident Commissioner, Bihar Bhawan, within seven (7) working days of the penalty being levied.

11. Termination Clause

Bihar Bhawan reserves the right to terminate the empanelment under the following conditions:

- 11.1 **Unsatisfactory Service:** Bihar Bhawan reserves the right to terminate the contract with a **one-month notice period** for consistently unsatisfactory service performance.
- 11.2 **Serious Breach/Misconduct:** In cases of serious breach of contract or instances of misconduct, termination can be immediate, and any security deposit held shall be forfeited.
- 11.3 The Bihar Bhawan also reserves the right to terminate the contract at any time without assigning any reason by giving 30 (thirty) days' prior written notice to the selected agency. The agency shall not be entitled to any compensation by reason of such termination.

12. Arbitration Clause

In the event of any disputes or differences arising between Bihar Bhawan and the empanelled agency, the matter shall be resolved as follows:

- 12.1 **Arbitrator Appointment:** The dispute shall be referred to a sole arbitrator appointed by the Resident Commissioner, Bihar Bhawan. The sole arbitrator appointed by the Resident Commissioner shall not be an employee or a direct subordinate of either party to ensure neutrality in the arbitration proceedings.
- 12.2 **Governing Law:** The arbitration proceedings shall be governed by the provisions of the Arbitration and Conciliation Act, 1996, and its subsequent amendments.
- 12.3 **Venue and Binding Award:** The venue of arbitration shall exclusively be **New Delhi**, and the award rendered by the arbitrator shall be final and binding on both parties.

13. Additional Conditions

- 13.1 **Personnel Insurance:** The service provider shall ensure that all personnel deployed for event management are adequately insured against all relevant risks.
- 13.2 **Quality and Competitiveness:** The agency shall maintain exceptional quality and competitiveness in the supply of goods and services required for event execution.
- 13.3 **Conditional Bids:** No conditional bids or submissions shall be entertained; such bids will be summarily rejected.

- 13.4 Tender Modification Rights:** Bihar Bhawan reserves the unconditional right to cancel, modify, or reissue the empanelment process at any stage without prior notice or assigning any reasons whatsoever.
- 13.5 Buffer Stock:** The contractor shall maintain a buffer stock of essential consumables and technical equipment to effectively handle any unforeseen emergencies or contingencies.
- 13.6 Rework Costs:** The agency must bear the entire cost of any rework required due to negligence, error, or oversight on their part.

14. Non-Exclusivity of Empanelment

Empanelment under this tender does not confer any right to the agency to receive work orders. Bihar Bhawan reserves the right to assign work to any empanelled or non-empanelled agency at its sole discretion and without assigning any reason thereof.

15. Confidentiality and Data Protection

The agency shall maintain strict confidentiality of all documents, materials, communications, and information provided by Bihar Bhawan or accessed during the execution of its responsibilities. No part of such confidential information shall be disclosed to any third party or used for any purpose other than the performance of obligations under this contract, without the prior written consent of Bihar Bhawan.

16. Indemnity

The empanelled agency shall indemnify and keep indemnified Bihar Bhawan, Government of Bihar, its officers, employees, and agents from and against any claims, losses, damages, actions, proceedings, costs, or expenses that may arise as a result of any negligence, breach of statutory duty, or wilful misconduct on the part of the agency, its employees, or subcontractors.

17. Force Majeure

Neither party shall be liable for any failure or delay in performing its obligations under this agreement if such failure or delay is due to acts of God, natural disasters, war, acts of terrorism, pandemics, strikes, lockouts, or other events beyond the reasonable control of the affected party. In such an event, the affected party shall notify the other party in writing within seven (7) days of the occurrence and make reasonable efforts to resume performance as soon as possible. Force majeure events shall not relieve either party of their obligation to settle any payments accrued prior to the occurrence of the force majeure event.

18. Validity and Review of Empanelment

The empanelment shall initially be valid for a period of two (2) years from the date of notification of empanelment. Bihar Bhawan may, at its discretion, review the performance of the empanelled agency annually and may extend, modify, or terminate the empanelment based on the outcome of such review.

19. Jurisdiction

All disputes or legal proceedings arising out of or in connection with this tender or the subsequent agreement shall be subject to the exclusive jurisdiction of the courts located in New Delhi.

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16. Indemnity

The empanelled agency shall indemnify and keep indemnified Bihar Bhawan, Government of Bihar, its officers, employees, and agents from and against any claims, losses, damages, actions, proceedings, costs, or expenses that may arise as a result of any negligence, breach of statutory duty, or wilful misconduct on the part of the agency, its employees, or subcontractors.

17. Force Majeure

Neither party shall be liable for any failure or delay in performing its obligations under this agreement if such failure or delay is due to acts of God, natural disasters, war, acts of terrorism, pandemics, strikes, lockouts, or other events beyond the reasonable control of the affected party. In such an event, the affected party shall notify the other party in writing within seven (7) days of the occurrence and make reasonable efforts to resume performance as soon as possible. Force majeure events shall not relieve either party of their obligation to settle any payments accrued prior to the occurrence of the force majeure event.

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19. Jurisdiction



20. Upon successful empanelment, the selected bidder(s) will be required to deposit a Performance Security of ₹50,000/- (Rupees Fifty thousand only). This security can be furnished in the form of an unconditional Bank Guarantee from a scheduled commercial bank or a Demand Draft drawn in favour of "Chief Administrative Officer, Bihar Bhawan, New Delhi". The Performance Security must be submitted within 15 days of the issuance of the Letter of Empanelment and will be held for the entire duration of the contract period.



TECHNICAL BID FORMAT

Technical BID for Empanelment of Event Management Agency

Bihar Bhawan, New Delhi

To,

The Resident Commissioner

Bihar Bhawan, New Delhi

1. Name of the Agency:

(Provide full legal name of your organization)

2. Address of Head Office and Delhi/NCR Office:

(Attach proof of address along with recent photographs)

Head Office: _____

Delhi/NCR Office: _____

3. **Contact Details:**

3.1 Email: _____

3.2 Phone: _____

3.3 Website (if any): _____

4. Legal Status (Tick applicable):

☐ Proprietorship

☐ Partnership

☐ Pvt. Ltd. Company

☐ LLP

☐ Others (Specify): _____

(Attach Registration Certificate)

3. A/c Number: _____

4. IFSC Code: _____ (Attach cancelled
cheque)

Declaration

I/We hereby certify that the information furnished above is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false information may lead to disqualification. We agree to abide by all the terms and conditions of this tender document.

Date: _____

Place: _____

Authorised Signatory

(With name, designation, and company seal)

A handwritten signature in blue ink, consisting of a stylized 'V' shape with a horizontal line across the middle and a small loop at the top left.

FINANCIAL BID FORMAT

Financial Bid

Empanelment of Event Management Agency

Bihar Bhawan, New Delhi

To,

The Resident Commissioner

Bihar Bhawan, New Delhi

We hereby submit our Financial Bid for the provision of event management services as per the Scope of Work outlined in the tender document. We have thoroughly understood all the requirements and conditions.

Indicative Rate Card (Subject to final negotiation and event-specific requirements):

Sl. No.	Service Component	Specifications	Unit of Measurement	Proposed Rate (INR)	Scope of Work / Inclusions
1	Stage Setup (Modular Platform – Per Sq. Ft.)	• Size-based pricing – Per Square Foot with modular flexibility	Per Sq. Ft.	[To be filled]	Includes modular wooden platform with carpet, branding-friendly backdrop frame, event lighting (LED floodlights, par cans), stairs and skirting.
2	Seating Arrangement (Normal & VIP Chairs)	• Normal Plastic/Cushioned Chairs and VIP Sofa Seats	Per 50 or 100 chairs	[To be filled]	Includes high-quality plastic chairs with covers and ribbons (normal); cushioned/VIP sofa chairs with elegant draping (VIP), arranged as per plan.

3	Audio Equipment Setup (Excluding LED)	• Branded PA System – JBL, Ahuja, etc.	Per day	[To be filled]	Includes 2–4 speakers, mixer, wired/wireless mics, cabling, on-site technician.
4	LED Screen Setup	• Per Square Foot with Truss, Cabling, Control Unit	Per Sq. Ft.	[To be filled]	Includes LED screen wall, video controller, truss/frame structure, cabling, power setup, technician support.
5	Floral Decoration	• Fresh or Artificial – as per theme	Per Sq. Ft.	[To be filled]	Includes stage front, entrance arch, podium bouquet, themed centerpieces. Designed per event style.
6	Photography & Videography	• HD Photos and Videos – Full Day (8 hrs)	Per Day	[To be filled]	DSLR camera, HD video camera with stabilizer, basic editing, digital delivery via USB.
7	Live Streaming Setup	• YouTube, Zoom, Facebook, NIC Broadcast	Per Event	[To be filled]	Includes 1–2 HD cameras, encoder, internet, overlay graphics, technician. Liaison with Govt IT if needed.
8	Event Support Staff	• Ushers, Technicians, Supervisors	Per Person / Per Day	[To be filled]	Skilled, uniformed staff trained in coordination, guest support, technical tasks.
9	Temporary Sanitary Facilities	• Portable Toilets / Mobile Units	Per Unit	[To be filled]	Includes setup, maintenance, hand wash

					stations, deodorisation, cleaning.
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Note:

- All rates quoted are **exclusive of applicable taxes (GST)**, which will be charged extra as per government norms.
- Final rates for specific events may be subject to negotiation and will vary depending on the exact scale, duration, complexity, and specific requirements of each event.

Declaration

I/We have thoroughly read, understood, and agree to all the terms and conditions, payment terms, penalty clauses; and service obligations stipulated in the Request for Proposal (RFP) document. The above financial rates are offered in good faith and with a complete understanding of the responsibilities and commitments involved.

Date: _____

Place: _____

Authorised Signatory

(With name, designation, and company seal)

