

REQUEST FOR PROPOSAL

FOR

SELECTION OF MEDIA & PUBLIC RELATIONS AGENCY

FOR

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION (AICTE)

<u>PART 1</u>

1. AICTE – The organisation

All India Council for Technical Education (AICTE) was set up in November 1945 as a national-level apex advisory body to conduct a survey on the facilities available for technical education and to promote development in the country in a coordinated and integrated manner. And to ensure the same, as stipulated in the National Policy of Education (1986), through an Act of Parliament in 1987, AICTE was vested with following statutory powers:

- Statutory authority for planning, formulation, and maintenance of norms & standards
- ii. Quality assurance through accreditation
- iii. Funding in priority areas, monitoring, and evaluation
- iv. Maintaining parity of certification & awards
- v. The management of technical education in the country

The AICTE Act was enacted to provide for the establishment of an All India Council for Technical Education with a view to proper planning and co-ordinated development of a technical education system throughout the country, the promotion of qualitative improvements of such education in relation to planned quantitative growth, and regulation & proper maintenance of norms and standards in the technical education system and for the matters connected therewith.

The purview of AICTE covers programmes of technical education including training and research in Engineering, Technology, Architecture, Town Planning, Management, Pharmacy, Applied Arts, Crafts & Design, Hotel Management and Catering Technology etc. at different levels.

2. OBJECTIVE

AICTE has been planning and coordinating development of Technical Education in the country by ensuring world-class standards of institutions through accreditation. After the AICTE was reviewed by Kaw committee in 2015 and accepted by MHRD, AICTE has been a proactive facilitator apart from being a regulator, to improve the quality of technical education through a variety of quality measures. The objective of Media & PR agency thus shall be:-

- i. To promote and establish All India Council of Technical Education as an organization which is committed to developing high quality institutions, academic excellence, and innovative research and development programmes.
- ii. To highlight that AICTE promotes industry-institution interaction for developing new products, services, and patents.
- iii. Strengthening brand AICTE and use all media channels to reach out to all the stakeholders, particularly the students, faculty, staff, institutions, industry, alumni of institutes and parents, who may require to utilise the AICTE's mentorship and support.
- AICTE inculcates entrepreneurship, encourages indigenous technology,
 Focuses on non-formal education, provides affordable education to all,
 working towards making Technical Education in India globally acceptable.

3. SCOPE OF WORK

AICTE intends to appoint a Media & Public Relations Agency to effectively propagate and publicize all initiatives and achievements of the organisation across India. In order to help shape public opinion it shall highlight important work the organization is undertaking for Technical Education across the country. This will be will done in a manner that the connect reaches the nook & corner of the country. The scope shall thus include the following: -

- i. Conceptualise and develop innovative videos (for platforms like WhatsApp, Twitter, Facebook and other social media) in coordination with the officials of All India Council for Technical Education to highlight the success stories and impact. The agency shall also manage all social media handles by posting such content after approval of the competent authority.
- Develop high quality monthly e-newsletter (in English, Hindi) providing vital information to All India Council for Technical Education's stakeholders. The newsletter will be collation of new initiatives taken

by All India Council for Technical Education in the form of stories, snippets and interviews.

- Writing and editing of content for All India Council for Technical Education's programmes, projects, events, reports, case studies, brochure etc.
- iv. Designing and developing print materials like reports, IEC material, brochures, collaterals etc
- v. Establish All India Council for Technical Education as the leading Think Tank in technical education domain by way of opinion pieces & interviews by the senior officials of All India Council for Technical Education in mainstream newspapers, magazines & TV channels etc.
- vi. Identify platforms where officials of All India Council for Technical Education can participate as an education expert. There are a number of events organized by industry associations where the senior officials of All India Council for Technical Education can appear as speaker.
- vii. Highlight all AICTE's initiatives in strengthening online education across the country. Few of these initiatives include:-
 - (a) SWAYAM: Anytime, Anywhere online learning.
 - (b) AICTE Vishwakarma Awards
 - (c) Clean, Green and Smart Campus Awards
 - (d) Best Teacher Awards,
 - (e) Promotion of student driven innovative projects,
 - (f) Vocational and distance education
 - (g) Hackathons, innovation and startup activities
 - (h) skilling, faculty training and training in emerging technology areas etc.
 - The above initiatives are indicative and are upgraded/ added as per the requirement.
- viii. Develop innovative content and creative to reach our target groups. Generate regular creative content for different mediums including print, digital, tv and social media.
 - ix. State engagement: Create interesting messages around the work done by AICTE towards upgrading technical education, standardisation of products that help achieve efficiency.

- x. Create Social Media content in Hindi, English and other Indian regional languages.
- xi. Short video films/ promo videos; to be used on various media platforms including social media.
- xii. Engage with print media (both English/ Hindi & Vernacular) for placing important public notices concerning regulatory framework, recruitment, press releases, tender & other key announcements.
- xiii. Formulate & drive key campaign on selected themes/ areas for sustained period of time using all & any public outreach methods.
- xiv. Undertake/ arrange invite of media for holding press conference/ media briefings in coordination with AICTE at selected venue.

4. INVITATION FOR BIDS

All India Council for Technical Education invites proposals for the selection of a "Media & Public Relations Agency for public outreach" purposes.

Online Expression of Interest in three separate covers (1. EMD + Tender Fee, 2. Technical Eligibility documents 3. Financial Documents) are invited from bona fide, experienced & reputed agencies of financial standing, meeting the prequalifying requirement, for the scope of work mentioned in Clause 3 above.

- i. Interested Agencies may download the RFP document from the website 'https://www.aicte-india.org/bulletins/tenders' as seen on internet.
- ii. The Technical & financial bid must be submitted online on **e-wizard**.
- iii. The EMD + Tender fee (in the form of Demand Draft only) should be made in the name of 'Member Secretary, AICTE' and should be payable at New Delhi. It must be submitted in original at the following address:

Member Secretary, All India Council for Technical Education Nelson Mandela Marg, Vasant Kunj, New Delhi-110070 iv. AICTE reserves the right to reject any or all the Proposals in whole or part without assigning any reasons.

v. Bid Validity: 30 days

- Vi. Queries regarding RFP if any should be addressed to Member Secretary and is to be sent strictly by email at media_officer@aicte-india.org. In person query shall not be entertained. The last date for query is Aug 07, 2020 & no query shall be entertained after due date.
- vii. The bidder must submit separate Demand Drafts (DD) of Rs. 10,000/-(Rupees Ten Thousand only) towards tender fee (Non Refundable) and Rs.
 5 Lakh (Rupees Five Lakh only) towards Earnest Money Deposit amount in sealed cover as per time line indicated in the RFP. The online submission of technical bid shall not be considered for further evaluation and summarily rejected in case the original Demand Draft is not submitted at AICTE. The sealed cover should super scribe as "Tender fees and EMD for selection of Media & Public Relations Agency for public outreach'.
- viii. Important dates are as under:-

Importa	Important Dates			
S.No.	Information	Details		
a)	Last Date and time for online submission	Date:12.08.2020		
	of Online technical & financial bid along	Time: 6:00 PM		
	with Xerox copy DD of EMD + Tender fees			
b)	Last date for submission of original DD of	Date:12.08.2020		
	the EMD + tender fee	Time: 6:00 PM		
c)	Place, Date and time or opening of	Place: AICTE,		
	technical proposals	Nelson Mandela Marg,		
		Vasant Kunj, New Delhi-		
		110070		
		13-08-2020		
		Time: 11:00 am		
d)	Place, Date and time for technical			
	presentation	To be informed later		

	Only the Parties confirming the eligibility criteria and Requirements mentioned	
e)	Place, Date and Time for opening of	Place: AICTE,
	financial proposal	Date:To be informed
		later
		Time:To be informed
		later
f)	Address for Media & Public Relations	Member Secretary, All
		India Council for
		Technical Education;
		Nelson Mandela Marg,
		Vasant Kunj, New Delhi
		- 110070

5. QUALIFICATION CRITERIA/ REQUIREMENTS

5.1 Bidders must conform to the eligibility criteria given below:

S. No	Eligibility Criteria	Supporting Document	
a)	The Agency must have its	Authentic address proof, Proof of	
	offices in India with a well-	incorporation of the	
	staffed & fully functioning	Agency/company	
	office in Delhi. It would be	(Articles of Association); attested by	
	preferable if the head office/	the CA of the Agency to be provided.	
	headquarter of the Agency is		
	located in Delhi.		
b)	The Agency should have	Attach documentary proof of such	
	successfully handled	works completed having nature of	
	comprehensive media and	job undertaken with financial cost	
	public relations mandate for a	indicated. Minimum four such proof	
	minimum of four PSUs / State	of the jobs for at last three years to	
	governments/ Central	be attached for each organisation.	
	government ministries/	The documents should be attested	
	autonomous body etc for at	by CA of the Agency.	
	least last <u>three</u> years.		

S. No	Eligibility Criteria	Supporting Document	
c)	The Agency's turnover from	Attested copy of audited balance	
	Media & PR activities in India	sheet for last 3 financial years and CA	
	in any year among the last	certifying that the Agency had made	
	three financial years (2017-18,	a turnover more than or equal to Rs	
	2018-19, 2019-20) should not	5 crore in each of the last three	
	be less than Rs 5 crore	financial years out of its Media &	
		Public Relations activities in India.	
		Indicate turnover as under:-	
		Year Amount (in Cr)	
		2017-18	
		2018-19	
		2019-20	
d)	The Agency should have	Work orders/service agreements,	
	experience of conducting	hard copies of books/newsletters as	
	Media & Public Relations	proof of the activities	
	reports, Development Reports	;	
	of at least three states		
	governments, event		
	management, publishing		
	books, newsletters,		
	magazines, content		
	development, social media		
	management and conducting		
	workshops		
e)		a) Location of HQ & No	
	pan India presence with its	of employees	
	integral offices preferably at		
	locations where AICTE	7	
	regional offices are located	where offices are located	
	(Chandigarh, Kanpur, Kolkata,		

S. No	Eligibility Criteria	Supporting Document	
	Hyderabad, Bengaluru, Chennai, Bhopal, Mumbai)	b) Total No of offices outside Delhi 	
		Attach a separate sheet giving out the following details	
		S No Address of Office No of Employees	
f)	Experience of designing &	Attach list of work orders/service	
1)	Experience of designing & generating annual reports, pamphlets, booklets, brochures, calendars, diaries etc over last three years.	agreements with scanned copy of the cover page. Indicate in brief the following details.	
		S No Organisation Name Amount & Work order No	
g)	Experience of creating & generating social media content, AV content, radio	Attach list of work orders/service agreements as per the following	
	jingles, promo films etc over last three years	S No Organisation Name Amount & Work order No	
		Provide online link of the at least five such creatives: -	
		Year 2017-18 i) ii)	

S. No	Eligibility Criteria	Supporting Document
		iii)
		iv)
		v)
		Year 2018-19
		i)
		ii)
		iii)
		iv)
		v)
		Year 2019-20
		i)
		ii)
		iii)
		iv)
		v)
	Table to I Day of the	
h)	Technical Presentation	A technical presentation shall be
		called for by parties conforming to
.,		basic eligibility criteria.
i)	Details Awards &	
	Appreciations if any (This is	
	not a qualification criteria)	

Notes:

I. Bidders should submit the supporting documents mentioned in the table outlining Eligibility Criteria

II. Bids of firms not confirming to the eligibility criteria listed above will be summarily rejected. Submission of forged documents will also result in summary rejection of the bid.

III. Technical Presentation: By only the parties confirming the eligibility criteria and requirements as mentioned.

5.2 Manpower requirements

The Agency should be fully equipped with trained and skilled Media & Public Relations professionals and should have the latest instruments such as computers, licensed software, scanners, high speed photo copy machines etc. at its offices.

The Agency should also place the following professionals at disposal of AICTE as listed below:

S. No.	Fucntion	Role	
Dedica	Dedicated for AICTE at Delhi		
a)	Senior Advisor Media &	Overall media and Media & Public	
	Public Relations	Relations strategy: Pan India	
b)	Lead AICTE	To understand and execute the Media &	
		Public Relations plan	
c)	Content Specialist	Develop media friendly content.	
d)	Media Coordinator	For coordination to print stories,	
		advertisement in leading dailies.	
e)	Lead Social Media	To generate theme based content and	
		manage social media account of AICTE.	
f)	Graphic Designer cum	For creating standalone graphics for	
	video editor	various media channels	
On Der	mand Requirements		
g)	Cameraman (photo/	 Develop interesting short films 	
	video)	which can be used on various	
		media channels.	
		 Separate camera person for still 	
		photography and videography.	
h)	Language translators	For translation works in any of the	
		recognized Indian languages.	

6. Tender Fee & EMD

- I. Tender Fee of Rs. 10,000/- (Rupees Ten Thousand only) in the form of DD in favour of "Member Secretary AICTE" payable at New Delhi.
- II. Proposals not accompanied by Tender Fees shall be rejected as non-responsive.
- III. The Tender fees shall be non-refundable.
- IV. Earnest Money Deposit Rs. 5 lakh (Rupees Five Lakh only) in the form of Demand Draft in favour of "Member Secretary AICTE" payable at New Delhi.
- V. Proposals not accompanied by EMD shall be rejected as non-responsive.
- VI. The successful bidder's bid security will be released from AICTE only after the expiry of the contract. For all others bidders, the EMD shall be returned.
- VII. The earnest money deposit shall be forfeited if a bidder withdraws its bid during the period of bid validity specified by the Bidder
- VIII. No exemption for submitting the EMD will be given to any Agency.

7. PROPOSAL – PREPARATION, SUBMISSION AND EVALUATION

7.1 GENERAL INFORMATION TO THE BIDDERS

- i. Original tender form should be stamped and signed and attached with submission of the self-attested physical documents, otherwise the tender will be simply rejected.
- ii. The Proposal shall be typed or written in indelible ink (if required) and shall be initialled on all pages by authorized representative of the bidder to bind the bidder to the contract. The authorization shall be indicated by Board Resolution/ Power of Attorney and shall accompany the proposal

- iii. Bidder is required to submit the complete proposal online along with required forms etc. The proposal shall be exactly according to the presented formats given in the Tender documents. All columns of the prescribed formats should be filled, and all questions in the tender document must be answered. Any additional information should be attached separately and referred to in the relevant column in the proposal formats. Modifications / rewording of formats shall not be acceptable. Where no price is proposed to be charged for any item or its parts required to be supplied, it should be clearly mentioned in words.
- iv. Consortiums are not accepted; if found the bid will be rejected.
- v. The bidder is expected to examine carefully all instructions, forms, terms and specifications in the Tender document. Failure to furnish all information required in the Tender Document or submission of a proposal not substantially responsive to the Tender Document in every respect will be at the bidder's risk.
- vi. The article produced by the Agency as result of the execution of the contract shall be free from any copyright infringement and the Agency undertakes to Indemnify AICTE against such suits. All creatives produced by the Agency shall be the property of AICTE and the Agency shall not claim the same at nay later date.
- vii. AICTE reserves the sole right for carrying out amendments/ modification/ changes including any addendum shall be published on AICTE website only. Separate advertisement shall not be published.
- viii. The Bidder shall bear all costs associated with the preparation and submission of the tender and AICTE will not be responsible or liable for these costs.

7.2 CONTENT OF BIDS

- It is mandatory for all the bidders to submit their Techno commercial bid) documents via online mode only. A scanned copy of Demand Draft pertaining to the EMD + Tender Fee needs to submitted online while the original of the same is to be deposited in with AICTE.
- ii. The final financial bid should be exclusive of all prevalent taxes, duties and levies. Taxes will be paid extra as per the prevailing rates.
- iii. Specific mention should be made of the taxes applicable along with the taxation rates. Change in Tax structure will be reimbursed or recovered accordingly.
- iv. Marketing expenses will be over and above the retainer ship. DAVP rates shall be applicable on the advertisements.
- v. The total cost of rendering the services outlined in the Scope of Work does not include the costs of conducting events (press conferences, events, exhibitions, performances, shows, other activities etc.) and the expenses like transport / stay / food provided to the journalists or printing etc.

7.3 METHODOLOGY AND CRITERIA FOR BID EVALUATION

- i. Scrutiny of the tender document will be done by AICTE to determine whether the documents have been properly signed, Tender fee and Earnest Money Deposit (EMD) paid and all relevant papers submitted. Tenders not conforming to such requirements will be rejected. Technical bids for only qualifying bidders shall be opened.
- ii. **Qualifying Technical Marks:** A bidder must get minimum technical marks of 70 out of 100 to be qualified for opening of financial bid. If any bidder gets marks less than 70, then that particular bidder will not be eligible for further selection process and its financial bid will not be opened.

7.4 OPENING OF FINANCIAL BID

Financial bid of only technically qualified bidders shall be opened on the day and time to be informed to the bidders through the Portal. The financial bid will be

opened in the presence of the authorized representatives of such successful bidders, who choose to attend the bid opening.

7.5 COMPUTATION OF COMPOSITE SCORE (CS) AS PER QCBS

Composite Score (CS) of the technically qualified bidders will be calculated as the sum of weightages assigned to 70% of Technical Score (TS) and 30% of Financial Score (FS), which is as follows:

- i. *FS = Tn + Fn*
- ii. Tn=70 % weightage of Marks scored in Presentation (70 % of Tp)
- iii. Fn-=30% x Fmin/Fb,

where Fb= Financial bid of the bidding agency Fmin = Lowest financial bid received.

- The final score will be calculated by summing the technical and financial scores. Final score=Tn+Fn. The Bidder with the highest Final score will qualify.
- v. AICTE does not bind itself to accept the lowest or any particular tender and has the right to refuse any Tender without assigning any reason or select any Bidder that is in the final evaluation list. The decision of the Chairman AICTE shall be final & binding upon all parties.

8. DURATION OF THE CONTRACT

Duration of the Contract will be one year. The project can be extended by two more years on mutual consent subject to satisfactory performance with provision for further continuation with 10 percent increase in retainer ship, after three years.

9. PAYMENT TERMS

- i. The Agency shall be paid on a monthly basis for its services at the completion of each month. The payment will be based on rates finalized for the award of contract to the successful Agency.
- ii. All payments are subject to TDS.
- iii. The Agency shall furnish bills of expenses for the activities related to media & PR events. The reimbursements of such bills shall be made by AICTE.
 - iv. The expenses for the travel/accommodation/food for the employees of the Agency shall be reimbursed only on prior approval of the competent authority.
 - v. The final financial bid should be exclusive of all prevalent taxes, duties and levies. Taxes will be paid extra as per the prevailing rates.

10. ARBITRATION & JURISDICTION

The parties shall endeavour to settle by mutual conciliation for any claim, dispute, or controversy ("dispute") arising out of, or in relation to this tender. Any dispute shall be finally settled in accordance with Arbitration and Conciliation Act 1996, rules amended from time to time. There will be one arbitrator selected by mutual agreement of the parties. In the event that parties cannot reach agreement on sole arbitrator, the parties agree to have a panel of three arbitrator appointed, of which one shall be appointed by each party and third arbitrator appointed by the two arbitrators. The seat and jurisdiction of arbitration will be Delhi. Notwithstanding, all such matters shall be subject to jurisdiction of courts at Delhi only.

PART 2 : TECHNICAL BID

1. Basic Qualifying Criteria

S. No	Eligibility Criteria	Supporting Document	
a)	The Agency must have its	Authentic address proof, Proof of	
	offices in India with a well-	incorporation of the	
	staffed & fully functioning	Agency/company	
	office in Delhi. It would be	(Articles of Association); attested by	
	preferable if the head office/	the CA of the Agency to be provided.	
	headquarter of the Agency is		
	located in Delhi.		
b)	The Agency should have	Attach documentary proof of such	
	successfully handled	works completed having nature of	
	comprehensive media and	job undertaken with financial cost	
	public relations mandate for a	indicated. Minimum four such proof	
	minimum of four PSUs / State	of the jobs for last three years to be	
	governments/ Central	attached for each organisation. The	
	government ministries/	documents should be attested by CA	
	autonomous body etc for at	of the Agency.	
	least last <u>three</u> years.		
c)	The Agency's turnover from	Attested copy of audited balance	
	Media & PR activities in India	sheet for last 3 financial years and CA	
	in any year among the last	certifying that the Agency had made	
	three financial years (2017-18,	a turnover more than or equal to Rs	
	2018-19, 2019-20) should not	5 crore in each of the last three	
	be less than Rs 5 crore	financial years out of its Media &	
		Public Relations activities in India.	
		Indicate turnover as under:-	
		Year Amount (in Cr)	
		2017-18	
		2018-19	

S. No	Eligibility Criteria	Supporting Document	
		2019-20	
		•	
d)	The Agency should have	Work orders/service agreements	
	experience of conducting	hard copies of books/newsletters as	
	Media & Public Relations	proof of the activities	
	reports, Development Reports		
	of at least three states		
	governments, event		
	management, publishing		
	books, newsletters,		
	magazines, content		
	development, social media		
	management and conducting		
	workshops		
e)	The Agency should be having	a) Location of HQ & No	
	pan India presence with its	of employees	
	integral offices preferably at		
	locations where AICTE	b) No of states other than Delhi	
	regional offices are located	d where offices are located	
	(Chandigarh, Kanpur, Kolkata,	,	
	Hyderabad, Bengaluru,		
	Chennai, Bhopal, Mumbai)	b) Total No of offices outside Delhi	
		Attach a separate sheet giving out	
		the following details	
		S No Address of Office No of Employees	
		•	

S. No	Eligibility Criteria	Supporting Document	
f)	Experience of designing &	Attach list of work orders/service	
	generating annual reports,	agreements with scanned copy of	
	pamphlets, booklets,	the cover page. Indicate in brief the	
	brochures, calendars, diaries	following details.	
	etc over last three years.		
		S No Organisation Name Amount	
		& Work order No	
g)	Experience of creating &		
	generating social media	agreements as per the following	
	content, AV content, radio		
	jingles, promo films etc over	S No Organisation Name Amount & Work order No	
	last three years		
		Provide online link of the at least five	
		such creatives: -	
		such creatives.	
		Year 2017-18	
		i)	
		, ii)	
		iii)	
		iv)	
		v)	
		Year 2018-19	
		i)	
		ii)	
		iii)	
		iv)	
		v)	

S. No	Eligibility Criteria	Supporting Document
		Year 2019-20
		i)
		ii)
		iii)
		iv)
		v)
h)	Technical Presentation	A technical presentation shall be
		called for by parties conforming to
		basic eligibility criteria.
i)	Details Awards &	
	Appreciations if any (This is	
	not a qualification criteria)	

2. Manpower Requirement

S.	Function	Role	Availability
No.			
Dedic	ated for AICTE at De	elhi	
i.	Senior Advisor	Overall media and Media &	
	Media & Public	Public Relations strategy:	
	Relations	Pan India	
ii.	Lead AICTE	To understand and execute	
		the Media & Public Relations	
		plan	
iii.	Content Specialist	Develop media friendly	
		content	
iv.	Media	For coordination to print	
	Coordinator	stories, advertisement in	
		leading dailies.	
٧.	Lead Social Media	To generate theme based	
		content & manage social	

		media account of AICTE.	
vi.	Graphic Designer	For creating standalone	
		graphics for various media	
		channels	
On De	emand Requirement		
vii.	Cameraman	Develop interesting short	
	(photo/ video) &	films which can be used on	
	Video editor	various media channels.	
		Separate camera person for	
		still photography and	
		videography.	
viii.	Language	For translation works in any	
	translators	of the recognized Indian	
		languages.	

PART 3 : FINANCIAL BID

(a) Fixed C 1.	(b)	Cost	Factor	
Fixed C	(b)			
1.		(c)	(d)	(e)= (c)x (d)
	Cost			
	Cost of Media & Public Relations			
	for public outreach as per the			
	scope of the activity defined in			
	the Clause 3 of RFP and Cost of			
	Dedicated Manpower			
	Indicate only annual cost			
Other	Cost			
2.	Cost of Manpower on requirement basis			
i.	Trained Cameraman for Still		40 days	
	Photographer for one full day			
ii.	Trained Cameraman		40 days	
	Videography for one full day			
iii.	Language Translator for		40 days	
	translating a document having			
	1000 words			
	Total cost (in numerals)	-	-	
	Total Cost (in words)		· · ·	

All taxes shall be paid extra as per prevailing rates.

<u>Notes</u>

1. The fixed cost shall be paid to the agency per month on pro-rata basis.

2. The utilisation factor for deriving the 'Cost of manpower on requirement basis' has been assumed to be 40 days in one-year cycle as experienced by AICTE over the past few years.

3. <u>**Disclaimer.**</u> The utilisation factor of 40 days has been introduced only for evaluation purposes of tender. Hence, it is merely indicative in nature and does not assure/ guarantee the quantum of work. The actual engagements may increase/ decrease subject to the activities being undertaken by AICTE at various locations.

4. In case of any mismatch, the total cost indicated in words shall be taken as firm and binding.