

TENDER
FOR
DESIGN, DEVELOPMENT
&
MAINTENANCE OF
WEBSITE
FOR
NATIONAL SCIENCE CENTRE, DELHI
AND IT'S SATELLITE UNITS
AT
LUCKNOW & KURUKSHETRA



**NATIONAL SCIENCE CENTRE
(NATIONAL COUNCIL OF SCIENCE CENTRES)
NEAR GATE NO. 2, PRAGATI MAIDAN
NEW DELHI – 110 001**

NATIONAL SCIENCE CENTRE
(National Council of Science Centres)
Bhairon Road, Near Gate No. 2, Pragati Maidan,
New Delhi-110001

NOTICE INVITING E-TENDER

TENDER No. NSCD/18011/E-Tender-07/17-18

On-line digitally signed e-tender are invited for Design, Development & Maintenance of website for

- a) National Science Centre, Bhairon Road, Near Gate No.2, Pragati Maidan, New Delhi 110001,
- b) Regional Science City, Sector – E, Aliganj Extn.(Ekta Vihar) Lucknow – 226024 &
- c) Kurukshetra Panorama & Science Centre, Pehowa Road, Kurukshetra - 136118 (Haryana)

as per the Centre's Technical Specifications & Scope of Work. Vendors having proven experience and capability of executing the order at a time may download the Tender Papers from Central Public Procurement Portal (CPPP): <http://eprocure.gov.in/eprocure/app> or from Centre's website www.nscdelhi.org or www.nscd.gov.in as per the following schedule:-

Bid Documents Published Date	20 th June, 2017
Bid Document Download Start Date	21 th June, 2017
Pre-Bid meeting	27 th June, 2017 at 11:30 a.m.
Bid Document Download End Date	4 th July, 2017
Bid Submission Start Date	28 th June, 2017
Bid Submission End Date & Time	5 th July, 2017 (upto 04:00 P.M.)
Technical (Techno-Commercial) Bid Opening Date & Time	6 th July, 2017 (upto 03:00 P.M.)
Financial Bid Opening Date & Time	11 th July, 2017 (at 03:00 P.M.)
Earnest Money Deposit	₹35,000/- (Rupees Thirty Five Thousand only)
Tender Fee	₹500/- (Rupees Five Hundred only)

The on-line bid should be uploaded by the due date and time as per the above schedule. The on-line bids will be opened on the scheduled date and time prescribed above. Bidders may be present during opening of tenders, if so desire. Off-line tenders shall not be accepted and no request in this regard will be entertained whatsoever. National Science Centre, Delhi reserves the right to accept or reject any or all tenders in full or in part without assigning any reason whatsoever.

CHECK LIST

Check list of Tender No. NSCD/18011/E-Tender-07/17-18 for Design, Development & Maintenance of website for National Science Centre, Delhi & its satellite units i.e. Regional Science City, Lucknow and Kurukshetra Panorama & Science Centre, Kurukshetra .

Sl. No.	Description	Yes	No
01	Whether pre-tender meeting attended		
02.	Whether e Tender uploaded on Central Public Procurement Portal of Govt. of India (i.e. Technical & Commercial) separately.		
03	Whether Tender documents carefully studied & understood.		
04	Whether Tender documents duly signed and stamped on all pages is scanned and uploaded as Part – I of the Tender in Central Public Procurement Portal.		
05	Whether Tender Fee of ₹500/- submitted by Cash / Demand Draft No..... datedand scanned copy of DD uploaded as Part-I of the Tender. Please note that the original DD should be couriered/hand delivered to National Science Centre, Delhi before last date of opening of the tender document.		
06	Weather Earnest Money of ₹35,000/- submitted Online through NEFT/RTGS in the account of National Science Centre, Delhi as per the details provided in Annexure-H . The agency should provide the transaction ID details in this check list for cross verification. The EMD can also be paid through Bank DD. Printed/Scanned copy of the NEFT/RTGS or Bank DD of the original bank transaction or DD should be couriered/ hand delivered to National Science Centre, Delhi before last date of opening of the tender document.		
07	Whether Declaration regarding Non-relation, duly signed and stamped, and scanned copy of the same uploaded as Part – I of the Tender in central public procurement portal. Annexure-D		
08	Whether Declaration certifying that there is no extra conditions quoted in the Offer Form duly signed and stamped, and scanned copy of the same uploaded as Part – I of the Tender in central public procurement portal. Annexure-C		
09	Did you visit the actual site for execution of the work before submitting the Tender		

Date:

Signature of the Tenderer

Place :

Official Seal

General Information and Instructions

1. The instruction given herein will be strictly binding on the tenderers and deviation, if any will make the tender or tenders liable to be considered invalid. Tenders incorporating additional conditions by the tenderer are liable for rejection.
2. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app> Manual bids shall not be accepted.
3. The instruction given in “Annexure-A” for “Instruction for Online Bid Submission” should be strictly followed during submission of the Bid.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Bid should be submitted along with the **Earnest Money of ₹35,000/- (Rupees Thirty Nine Thousand Only)** by way of crossed Demand Draft / Pay Order/ NEFT/ RTGS on any nationalized bank of India payable in favour of “**NATIONAL SCIENCE CENTRE, Payable at DELHI**”. Earnest Money deposit in the form of Bank Guarantee /Bond or any other instrument shall not be accepted and shall be rejected straightway. Earnest Money deposits in respect of such offers which are not accepted will be returned to the bidders within 30 working days from the date on which the final decision is taken about the source from which the items under tender are to be procured or within 2 (two) months from the date of the opening of the tenders, whichever is earlier. No interest will be paid on the Earnest Money deposited with the Council. Earnest Money deposit in respect of the successful bidders will be retained with the NSCD until entire execution of the order as per terms of the tender. If the successful bidder fails to execute the order strictly as per the NSCD’s specification in full or part within the stipulated delivery period of the purchase order, the Earnest Money deposit retained with the NSCD shall be forfeited forthwith after cancellation of the concerned order. In case of non-receipt of EMD, the Tenders are liable to be rejected.
6. **Tender Fee** (Non-refundable) amounting to **₹500/- (Rupees Five Hundred only)** shall be deposited at NSC, Delhi by way of Cash/ Demand Draft in favour of ‘National Science Centre’ payable at Delhi’ before the time of opening the tenders. The parties paying the cost of Tender fee by Demand Draft / Cash are required to place the original Demand Draft / copy of Cash Receipt in the Part – I of the Tender. In case of non-receipt of Tender fee, the Tenders are liable to be rejected.
7. **Validity of Bids:** The Bids should remain valid for 90 days from the date of bid opening.
8. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional tenders will be rejected. Non-compliance of applicable General Information and Instruction will disqualify the Bid.
9. The tenderers should have Digital Signature Certificate (DSC) for filling up the Bids. The Person signing the tender documents should be authorized for submitting the on line e-tender.
10. The Financial Bid (BOQ) shall be filled in and signed by the authorized signatory online as per Proforma “**Annexure-F**” available at Central Public Procurement Portal e-tender system website <http://eprocure.gov.in/eprocure/app>. Off line Financial Bid shall not be accepted.
11. **Tender must be uploaded on-line in two separate sets - namely Set – 1 (Technical) & Set – 2 (Financial) on Central Public Procurement Portal. The contents of Cover shall be as follows:-**

Set – 1

- i) **Technical (Techno-Commercial) BID duly filled-in and signed with official stamp. (as per Annexure-E)**
- ii) **General Terms & Conditions (as detailed in Annexure-B) duly signed with official stamp as a token of acceptance**
- iii) **Scanned Copy of the current and valid Trade License and Dealership Certificate as applicable.**
- iv) **Scanned Copy of the current and valid Sales Tax/VAT Clearance Certificate.**
- v) **The ‘Declaration’ duly signed with official stamp (as detailed in Annexure-C & D).**
- vi) **The ‘Technical Specification/Scope of Work’ as detailed in Annexure-G duly signed with official stamp**
- vii) **Technical Brochure of each equipment with technical explanation for every feature of the product offered by the bidder.**
- viii) **Scanned copy of Demand Draft or print copy of the NEFT/RTGS Transaction ID of for ₹35,000/- as Earnest Money Deposit.**
- ix) **Scanned Copy of Demand Draft / Money receipt for ₹500/- towards Tender Fee.**

Set - 2

- i) **The Financial Bid (as per Annexure-F) i.e. Schedule of Price Bid in the form of attached BOQ Proforma shall be duly filled in, digitally signed and uploaded online by the bidder.**

N.B. :The bidders shall consider the prevailing tax rates while quoting the rates. However, in the event of any changes in the statutory taxes and duties, the rates applicable at the time of payment shall be made by the competent authority of the NSC, Delhi against submission of supporting documentary evidence.

12. Order shall be placed in favour of a single agency considering the total cost arrived based upon consolidated **BOQ as per Annexure – F.**
13. The authorities of National Science Centre, Delhi who does not bind themselves to accept the lowest tender, reserves the right to reject or accept any or all tenders wholly or partially without assigning and reason whatsoever.

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TENDER No. : NSCD18011/e-Tender- 07/17-18

Instructions for Online Bid Submission

1. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
2. More information useful for submitting online bids on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link
“Online bidder Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS /e-mail in case there is any corrigendum issued to the tender document.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) A standard Price Schedule format (BOQ) has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the Light Blue colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 4) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is

subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys.

- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any enquiries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal helpdesk. The contact number for the helpdesk is 1800 233 7315.

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TENDER No. : NSCD/18011/e-Tender-07/17-18

GENERAL TERMS & CONDITIONS (GTC) FOR SUBMISSION OF TENDER FOR DESIGN, DEVELOPMENT & MAINTENANCE OF WEBSITE FOR NATIONAL SCIENCE CENTRE, DELHI AND ITS SATELLITE UNITS AT REGIONAL SCIENCE CITY, LUCKNOW AND KURUKSHETRA PANORAMA & SCIENCE CENTRE, KURUKSHETRA.

- 1. Price:** The cost of the “Design, Development & Maintenance of website” for the above 3 units shall include developmental charges of software, hardware, installation and configuration, supervision, labour, transportation any other levies / taxes, etc. Nothing extra will be paid than the quoted rate. The rates of Excise Duty, Sales Tax, Service Tax and other taxes / levies to be imposed on the quoted rates shall be clearly mentioned in the offer form with proper break-up. No Sales Tax exemption (Form C/E/D) will be issued. Prices and rates quoted shall be firm and fixed for the entire period of execution of the order and no escalation of rates on any ground whatsoever shall be accepted.

The bidders shall consider the prevailing tax rates while quoting the rates. However, in the event of any changes in the statutory taxes and duties, the rates applicable at the time of payment shall be made by the competent authority of the NSC Delhi against submission of supporting documentary evidence.

- 2.** The successful tenderer shall submit the following documents within 07 (seven) days from the date of placement of Letter of Intent.
 - i) Duplicate copy of the Purchase order duly signed and stamped as a token of acceptance of the order.
 - ii) Non-judicial stamp paper of appropriate value for preparing the Agreement governing the terms and conditions of the Contract.
 - iii) Security Deposit As detailed in clause No. 06 of General Terms & Conditions

- 3. Time of Completion :** Time is the essence of the tender. The entire work viz. Designing & , Development of website of all the 3 units shall be completed in time as per Work Timeline mentioned in the Scope of Work.

For non-compliance of any of the above terms and non-delivery of the tendered item complete in all respects within the above stipulated period, the Centre shall either cancel the order or impose penalty as detailed in clause 4 below. The Centre reserves the right to cancel the order and no payment will be made under such condition. Decision of the Centre in this regard shall be final and binding on the successful tenderers.

4. Penalty Clause: The successful Tenderer shall strictly observe the time allowed for carrying out the job as detailed in clause No. 3. The job shall, throughout the stipulated period of the order be proceeded with all the diligence (time being deemed to be the essence of the order) and the successful Tenderer shall pay to the Centre, an amount equal to 1% of the amount of the order value for every week that the delivery may remain incomplete as per delivery schedule as stipulated in clause no. 3, subject to a maximum compensation of 10% of the order value and after that period appropriate action will be taken by the Centre, as it will deem fit.

The Centre may extend the time of delivery of the tendered job at its discretion on the application of the successful tenderer for such purpose provided that it considers the reasons for such extension as good, sufficient and acceptable.

5. Scope of work: As per annexure “G”

6. Security Deposit:

Total Security deposit shall be 10% of the gross value of the order (which includes the EMD submitted by the tenderer) which is to be paid in the form of Bank Draft / Banker's cheque by the tenderer drawn in favour of 'National Science Centre' and payable at Delhi. The Security Deposit of the successful tenderer shall be released as mentioned below:-

- a. 50% of Security Deposit shall be released after successful completion of hosting the website and submission of necessary certificate from NIC.
- b. Balance 50% Security Deposit will be released after expiry of the period of AMC.

In case the total value of order exceeds the assessed value of the work order, security deposit for the excess amount will also be deducted. No interest shall be paid on the security deposit retained with National Science Centre, Delhi.

7. Payment Terms :

No advance payment shall be made by National Science Centre, Delhi under any circumstances.

However, interim payments may be released at the discretion of the Centre as follows:-

- a. 50% Web hosting charges and the actual charges of Server Space allocation on NIC Server shall be released on getting the Server Space and submission of Invoice/bill supported by receipt issued by NIC.
 - b. Balance 50% (i.e. final payment) will be released within 30 (Thirty) days after completion of the work and furnishing necessary Certificate from NIC and submission of Invoice/Bill duly supported by receipt issued by NIC.
 - c. Payment of maintenance charges shall be released on quarterly basis after providing satisfactory services during the quarter in which payment is to be made.
 - d. Payment shall be released through NEFT/RTGS for which details of bank account shall be mentioned in their bill.
- 8.** In case, the successful Tenderer refuses to accept the offer after finalization or does not comply with the Clause No.2 within 07 (Seven) days from the date of placement of the order as per the finalized and accepted terms and conditions, the order shall be cancelled forthwith without any further reference and the EMD will be forfeited.
- 9.** Bad quality workmanship will not be accepted and if carried out is liable to be rejected and should be rectified by the successful Tenderer at his cost as per specifications and directions given by the authorized representatives of the Centre. The decision of the Centre, as to items of bad quality workmanship and proper rectification, will be final and binding on the successful Tenderers.
- 10.** The successful Tenderer shall submit necessary trade and other licenses as may be required to carry on the tendered job and shall also be responsible for compliance at his/her own cost of all rules and regulations, enforced from time to time by the appropriate authorities.
- 11.** The successful Tenderer shall not under any circumstances whatsoever transfer wholly or partly the contract/agreement/Purchase Order to any other person(s)/firm/company or assign the agreement or benefits of this agreement to any other party for any reason whatsoever. Otherwise the order/ agreement will automatically stand cancelled.
- 12.** The authorities of NSC Delhi do not bind themselves to accept the lowest tender and reserves the right to accept or reject any or all tenders wholly or partially without assigning any reason whatsoever.
- 13.** The authorities of the Centre, reserve the right to amend, alter or modify the terms and conditions mentioned above, if necessary, from time to time.
- 14.** Income Tax and Work Contract Tax shall be deducted at source, if applicable, from each bill/claim of firm as per prevailing Government rules.

15. Incomplete offers, i.e. offers received without prescribed “Offer Form”, “General Terms of Conditions”, Technical Specifications” shall be rejected straightway without reference to the tenderer.
16. The agency must have valid TIN/WCT/PAN number and attach a documentary proof with the Tender. Bidders are requested to enclose a copy of their valid certificate of PAN No., TAN No, Sale Tax/VAT No./Service Tax No. or any other document as requested by the Institute with their tender.
17. The agency shall take care of all statutory obligations as are required under the Contract Labour Regulation Act, etc.
18. The offer shall be valid for a minimum period of 3 months from the date of opening of the tender.
19. The agencies participating in the tender and bidding, may obtain on specific request, details about the outcome of the tender and other related details, if any.
20. Neither National Science Centre, Delhi nor KPSC Kurukshetra and RSC, Lucknow shall be liable for any injury or death of an employee who is deployed by the successful bidder within/outside the work site during the time of execution of the work order.
21. All disputes and differences between the successful tenderer and the Centre of any kind, except quality of workmanship and materials, whatever arising out of or in connection with the order on carrying out of the work (whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the terms and conditions of the order) shall be referred to the sole arbitration of a person nominated by the Director General, National Council of Science Centres, whose decision in this regard will be final and binding on both the parties – the successful Tenderer and the Centre.

The provisions of the Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof and of the rules made there under for the time being in force shall apply to arbitration's proceedings under this Clause.

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Bharion Road, Near Gate No. 2, Pragati Maidan,
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TENDER No. : NSCD/18011/e-Tender- 07/17-18

DECLARATION

We do hereby accept the “General Terms & Conditions” as provided by the National Science Centre along with the Tender documents for Design, Development & Maintenance of website for National Science Centre, Delhi and its satellite units at Regional Science City, Lucknow and Kurukshetra Panorama & Science Centre, Kurukshetra and also under take to execute the job strictly as per the technical specifications of National Science Centre as provided along with the tender documents, in the event of placement of any order on us. The Centre shall be at liberty to cancel the order in full or in part the event of failure of any of the above declaration made by us.

Signature of the Bidder / Constituted Attorney.

NATIONAL SCIENCE CENTRE
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DECLARATION

This is to certify that I/We have no close relative as an employee of the National Council of Science Centres (close relatives means: Father, Mother, Brother, Sister, Son, Daughter and Spouse) nor any such close relatives are associated with us as proprietor/partner/share holder/ director and like.

Signature of the tenderer
Address :

Official seal with date

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TECHNICAL (Techno-Commercial) BID

Notes: ALL PARTICULARS / INFORMATIONS SHOULD BE GIVEN IN THE FOLLOWING FORMAT WITH COMPLETE DETAILS.

01. Name & Address of the Firm/Bidder :
02. Telephone Number :
- Office :
- Office at Delhi/NCR :
- Telefax Number :
- E-mail :
- Website :
03. Type of the Firm (Whether Proprietorship Partnership/Private Limited/Limited, etc. and submit relevant documentary evidences. :
- 04 State the Name of the Banker including IFSC Code and Account Number of the Tenderer for releasing digital mode of payment. :
05. Past experience in such business for last 3 years giving details of established clients especially Government Offices. Submit satisfactory certificate issued by such clients and Government Offices. :
- 06 Whether capable to execute the tendered work strictly as per enclosed Scope of Work (Please mention 'YES' or 'NO') :
- ii)If it is mentioned 'NO' above, submit detailed deviation to be made from the enclosed technical specification.
(Extra sheet may be attached, if required)
- iii)If it is mentioned 'YES' above submit copies of product brochure (for product categories) as a proof of their statement.

07. Proof of financial status of the Company/audited Balance Sheet for last 3 years indicating total turnover. (submit documentary evidence.) :
- 08 Technology Partners (attach proof) :
09. Whether agreed to accept 30 days Credit Payment Terms. (Please mention 'Yes' or 'NO') :
- 10 Whether Regd. With NICSI/SSI/NSIC/DGS&D (Submit documentary evidence) :
- 11 Mention Sales Tax/VAT Registration Number and attach Current valid S.T./VAT Clearance Certificate. :
12. Whether agreed to execute the work as per Scope of Work Mentioned in the Tender within the timeline and failing which ready to absorb heavy penalty, if any order is placed on the bidder after observing tender procedure. (Please mentioned 'YES' or 'NO') :

I/We hereby declare that the above statements are true. I/We also declare that the decision of National Science Centre, Delhi regarding selection of eligible firms for opening of Financial Bid (Part-II) shall be final and binding on me/us.

Dated

Official Seal

**Signature of the Tenderer/
Constituted Attorney**

Section I:

INVITATION FOR BIDS (IFB)

Subject: Request for Proposal (RFP) for following work

Sl.No.	Description	Qty	App. Cost (in ₹/-)
a	Website Designing and development charges for National Science Centre, Delhi (NSCD), Regional Science City, Lucknow (RSCL) and Kurukshetra Panorama and Science Centre, Kurukshetra (KPSC) as per the mentioned specifications	3 units	
b	Integration of existing E-Ticketing software with online payment (The ticketing software was made in ASP.Net & MySQL server. The payment gateway will be provided by us.)	3 units	
c	Charges for Server space on NIC server	120 GB	
d	Charges for Web Hosting on NIC server	3 units	
e	STQC (Standardisation Testing Quality Certification)	3 units	
f	Maintenance and other charges (after 1 yr. completion. 2 nd to 5 th year)	Yearly	

Section II:

SCOPE OF WORK

Objective:

National Science Centre, Delhi wants to develop a Content Management System (CMS) based website for itself and its satellite units RSCL (Regional Science City, Lucknow) and KPSC (Kurukshetra Panorama and science Centre, Kurukshetra) as per Govt. of India released guidelines for Government of India Websites (GIGW).

The existing websites of the organization needs to be redesigned with all dynamic features for updation and prescribed Web accessibility features. The new website would also have single point administrative control for all the Modules. The new website should have a look and feel with aesthetic design, good color combination, background and screens, structure and layout, easy navigation facility to upload documents and other information and allowing users to define the period for which document is available on the site. Facility to add corrigendum / addendum / amendments to main tender document through appropriate links should be provided enabling the visitors to view the main and linked documents in an integrated manner.

Scope of Services:

There will be three different websites each one for NSCD, RSCL and KPSC. The website must include Content Creator & Approval System wherein authorized individuals from different locations can upload data on to the website which after due approval by designated approver would be available to the Webmaster/publisher for final hosting on to the Website.

Centre new websites must have:

- Website with CMS (Content Management System)
- Support for visually impaired and other disabled or challenged users
- Bilingual Feature (English & Hindi) and to ensure that Hindi content in website must be universally accepted by using Unicode compliant font.
- Website should be easy to Navigate
- Layout development for Home Page
- Layout development for Inner Pages
- News & Announcement Management
- Event Management
- **Notice & Circular Management**
- **Recruitment Management**
- Tender Management
- Media Management – Photo / Video
- Video steaming of YouTube Channel of the Centre and it's satellite units.
- **Integration of existing Ticketing software and online payment gateway with website.**
- **Online booking of Auditorium, Conference hall and other facilities**
- **Online registration of various activities (workshops/ seminars etc.)**
- **Online membership registration for Innovation Hub**
- Download Management
- RTI Act.
- Feedback Management
- Employees Section after authentication through User id and password
- Site Search
- Visitor Counter
- The Sections like 'what new', 'latest updates', 'Tender', etc. must be dynamic
- Link for applications / event registrations
- **Security Clearance Certificates for the website**

- Website should be accessible through all major browsers (eg. IE, Mozilla Firefox, Google Chrome, Microsoft Edge, etc).
- Search Engine optimization
- Audit Trail
- Audit from STQC

(a) Pre Bid Activities: The prospective vendors are advised to go through the existing NSCD website in order to have an idea about the magnitude and diversity of information that will have to be collected and hosted on the website. In addition to the new features, the existing content and feature of the NSCD website will also be migrated to the new redesigned website that will be hosted on a NIC server on an appropriate platform. The vendor is also advised to propose the functionalities that he would be able to provide in the website, apart from those which are specifically mentioned below. Any proposed functionality which the Centre finds useful will help them score in the technical bid.

(b) Requirement Study: The vendor will be expected to do a requirement study for the website, which when agreed upon by the Centre, will form part of the Agreement to be signed with NSCD. The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful Bidder prior to start of work. In this context, the Centre will also be open to design & development suggestions from the successful Bidder.

(c) Information Collection: The vendor will have to depute persons for collection of information and pictures (in digital format) from the different departments and Units of the Centre initially, apart from those that are available on the existing website. Once the website is commissioned, update of the information will be the responsibility of the departments/units. However, the vendor will be supposed to inform the IT Support about the updates that are required to be made during the maintenance period.

(d) Ownership: The contents, images or other materials provided to the developer by the Centre shall not be misused by the developer and in case of such misuse being noticed by the Centre the contract shall be immediately terminated without any notice to the developer.

(e) Compatibility The site design must be cross-browser and cross-OS compatible up to the most recent browser / OS versions. Support for three platforms: Desktop, Tablet or Notebook and Mobile form factors will be required.

(f) Functionalities Required: The website will be based on a Web Content Management System. Facility to update content by multiple users from anywhere through browser based administrative module using WYSIWYG editing tools allowing non-technical users to create and edit content.

- i. Separation of Design and Content – content to be stored in the database and designed to be controlled by the use of cascading style sheet (CSS). Separate CSS for use with Internet Browsers and Mobile Browsers.
- ii. The WCMS shall have the ability to expand a single implementation (one installation on one server) across multiple domains, depending on the server's settings.
- iii. The WCMS software shall be able to include plug-ins or modules that can be easily installed to extend the site's functionality.
- iv. WCMS system should support user Groups, allowing the administrator to control how registered users interact with the site. A page on the site can be restricted to one or more groups.
- v. WCMS software shall act as a Collaboration platform allowing content to be retrieved and worked on by one or many authorized users. Changes can be tracked and authorized for publication or ignored reverting to old versions. It shall allow multiple users to modify (or comment) a page at the same time in a collaboration session.

- vi. Automated templates shall be provided which are customizable.
- vii. WCMS should allow administrator to set up rules for workflow management, guiding content managers through a series of steps required for each of their tasks.
- viii. Admin section must be protected by username and password and using salted MD5 encryption. At database level password should be stored in encrypted format. After consecutive wrong attempts the password should be sent to administrator through email.
- ix. The Website shall facilitate online payments/payment gateways (through Direct Debit or Debit and Credit Cards of multiple Banks) through the Portal. Provide interface and access to the external payment gateway for enabling the online payment services. Payment Gateway services should provide complete audit functionality for tracking and monitoring/reconciling the financial transactions taking place through NSCD. In case of unsuccessful transactions the Payment gateway should be able to refund the amount to the calling account.
- x. The Bidder will provide an operational guarantee on the WCMS designed and also provide support for at least 5 years after the launch of our website so that modification can be made by vendor, if Centre finds that WCMS is not fulfilling our needs or if further improvements are required. All troubleshooting required would be the responsibility of the Bidder.
- xi. Email Features: Domain user@nscd.gov.in to be installed at NSCD and similar with other satellite units. Unlimited POP3 Email Accounts with SMTP, Web Mail Access, Fail safe email service, facility to receive email to phone via IMAP Support, preventing spam with Spam Assassin, unlimited Auto responders, Mail Forwards, Email Aliases, Mailing Lists etc.
- xii. Each link created by admin should specify the title of page and admin should have provision for entering date by which the link may expire. The default shall never expire.
- xiii. **Dynamic News/Events/Notification Management System:** Facility to manage Departmental News/Events/Notification through an administrative control panel. Administrator can upload pictures to their events. Also can add Caption to the pictures, facility to search news via a strong search engine, Facility to manage news/event write-up/contents by multiple users from anywhere through browser based administrative module using a WYSIWYG (What You See Is What You Get) editor 7.
- xiv. **Dynamic Photo gallery/Video Management System:** Facility to manage photo gallery via an administrative control panel, facility to create photo gallery category dynamically. i.e. add/edit/delete photo gallery categories, facility to upload new pictures to these categories along with caption, facility to manage pictures and caption. The website will have embedded links of all the videos published on Centre's YouTube Channel. Visitor can view those videos on the website as well as on YouTube portal also.
- xv. Approval process – Ability to create a new page with formatted content, send it for approval and publish it on the site after approval.
- xvi. Multi-lingual content – Ability to create content in multiple languages. It is expected that the basic site will be in **English and Hindi (No Google translation to be used)**. If content is not translated, the link should show English content by default.
- xvii. Language – Java / .Net / PHP or other which will be compatible with our existing ticketing software and is acceptable to NIC for certification. The ticketing software is made .Net with mySQL server database interface.

(g) Security: The website should allow secured socket layer. The website shall be security audited according to OWASP (Open Web application Security Project) application security verification standard.

(h) Social media integration and interactivity

(i) Should be able to support video content without plugins.

(j) Maintenance of the Website and De-bugging. Vendor has to do the maintenance of the Website for a period of one year from the date of Commissioning of the website, which will include de-bugging of the website on their own as well as when reported. This maintenance will be considered part of the implementation process. On successful completion of the one year period, the Vendor may be awarded the Annual Maintenance Contract for the website on payment basis, for which, the Vendor is expected to quote the rates separately in the Financial Bid.

(k) Scalability: The website shall be capable of incorporating the ERP (shortly to be implemented in (NSCD) generated data from the ERP server through scaling / expansion.

(l) Access to Visually Impaired: The contents of the website should be readable using any Screen access Reader Software to the Visually Impaired users.

(m) Should support payment gateway for making online payments.

(n) Training: Extensive training should be undertaken for users at NSCD to handle web content related to their Department/Faculty etc. Additionally a separate training should be done for web administrators.

(o) Documentation: Complete documentation on the WCMS web site- User Manual and Technical Manual has to be provided.

(p) Interactive features

(q) Any other useful features

Important Guidelines:

1. The vendor has to share source code of product with NSCD from time to time. .
2. All material/ product and related codes would be property of NSCD and vendor would have no claim over the same in future.
3. All content should be stored and kept confidential and vendor should not reuse/ replicate/ transfer the same to anyone else.
4. The vendor should provide all admin/ user login and password details with operational manuals.
5. The vendor should also provide support for all future upgrades/ initiatives related to website.

Work Timelines:

Activities (for all three websites)	Timeframe (from the award of work)
Basic Template design and approval	15 working days
Final website design and approval	45 working days after design approval
User Acceptance Testing (UAT) of the Website	7 working days
Incorporation of UAT report in the Website	30 days after User Acceptance Testing (UAT)
Security Audit (STQC)	15 Working Days
Amendments as per the NIC	30 working days after receiving the audit report
Bilingual website and its upload on NIC server	4-6 working days
Go-live of the website	5 months from the date of award of tender
Maintenance	Ongoing activity till agreement

BANK DETAILS OF NATIONAL SCIENCE CENTRE, DELHI

Name of the Account Holder	NATIONAL SCIENCE CENTRE, DELHI
Account No.	2417101004100
Bank Name	CANARA BANK
Bank Address	6, Bhagwan Das Road, New Delhi – 110001
IFSC Code	CNRB0002417
MICR Code	110015045
Type of Account	Saving Account
Branch Code	2417