VIGYAN PRASAR
(An autonomous organization of the Department of Science and Technology, Govt. of India)

VigyanPrasar, 1st Floor, Block II, Technology Bhavan,
New Mehrauli Road New Delhi 110016

Notice Inviting Quotations

For

Comprehensive Annual Maintenance Contract and Security Audit of India Science, Technology & Innovation (ISTI) Web Portal

(https://indiascienceandtechnology.gov.in/)

NOTICEINVITING QUOTATIONS

Details of Quotation

a	Tender Invite No.	VP/1903/IT&GTCD/ISTI Web Development/2018
b	Date of Issue	1 Jan 2024
c	Pre-Bid Meeting	8 January 2024 at 12:00 noon
d	Last date and time of receipt of quotations	15 January 2024 by 5.30PM
e	Date and time for opening of quotations	16 January 2024 at10:00AM at VigyanPrasar, Technology Bhawan, New Delhi
f	Presentation by eligible bidders	16 January 2024 at 10:00 AM. VigyanPrasar, 1st Floor, Block-II, Technology Bhavan, New Delhi-110016
g	Opening of Financial bids	16 January 2024 at 16:00 Hours. VigyanPrasar, 1st Floor, Block-II, Technology Bhavan, New Delhi-110016
g	Validity of Proposals	Proposals must remain valid 90 days after the submission date.

h	Address of receiving the Quotations	Accounts Officer, VigyanPrasar, 1st Floor, AI complex, Technology Bhavan, New Delhi-110016

About the RFP

VigyanPrasar (VP), an autonomous organization of the Department of Science and Technology, Govt. of India, invites proposal for comprehensive annual maintenance contract of India Science, Technology & Innovation (ISTI) Web Portal (http://indiascienceandtechnology.gov.in/).

The purpose of this RFP is to identify and select a vendor with a proven track record in providing comprehensive technical services for website maintenance & security.

The selected bidder will be providing enhancement and on-going maintenance support for ISTI Web Portal.

The selected vendor must be capable of providing a high degree of service. The portal has to be updated daily.

1.PURPOSE

The India Science, Technology and Innovation Portal (ISTI) Web Portal is a centralized, one- stop repository system for scientific research activities which includes information on their intricate details. The portal focuses on bringing all stakeholders and Indian STI activities on a single online platform; helping efficient utilisation of resources; highlighting functioning of scientific organisations, laboratories and institutions; aggregating information on science funding, fellowship & award opportunities spanning from school to faculty level; pooling together conferences, seminars and events; and projecting science in India with its major achievements.

As of now, ISTI web portal (http://indiascienceandtechnology.gov.in) contains around 20,000 responsive sub-site pages, along with more than 25 main menus and modules. The portal presents the respective repositories of ongoing and recently completed research projects, technologies developed, innovations, funding opportunities, programmes and schemes, scholarships and fellowships, organisations and so on. The web portal is a continuous evolving portal, undergoing regular modifications and updates. The RFP aims to make the web portal more dynamic, user-friendly and interactive with regular updation.

2. FEATURES OF ISTI PORTAL

The scientific information content on Portal is broadly categorized into two types:

2.1 Utilitarian Content: The scientific information presented in this section aims to cater to the diverse audience base of the Portal. These contents are displayed in a customised manner to suit the specific audience and beneficiaries based on their profiles:

1. **Funding Opportunities:** The section contains the details of funding opportunities, their brief description, area, funding cycle, funding agency, and the purpose of funding. These include grants provided to individuals, institutions, and the international level. For more information, the page directs the users to the respective pages of concerned information.

2. **Programmes& Schemes**: The section includes the information on programmes and schemes initiated by various science ministries, in various areas. The information includes the brief details, along with eligibility and funding agencies. For more information, the page directs the users to the respective pages of concerned information.

3. **Scholarships & Fellowships:**The section contains the list of scholarships and fellowships provided by various funding agencies and ministries. These are categorised among various groups, like school students, graduation students, post-graduation students, PhD scholars, Post-Doctoral Fellows, women scholars, and faculties and scientists. The section also contains the list of national and international awards, along with the target group, area, purpose, funding agency, along with brief description.

4. **Organisations**: The section contains the information related to all science and line ministries, along with their autonomous institutions, professional bodies, statutory bodies, laboratories, and so on. The section also includes centres of excellence, thematic centres, centres of higher learning, national academies, state S&T organisations, industry related associations, international organisations, and civil societies. The detailed information of each institution contains the brief description, along with their working domains, contact information, location, and so on.

5. **Research:**The menu contains ongoing research projects, currently going on or recently completed, at various knowledge institutions and implementing agencies. The information contains brief description of the project, the focus area, details of Principal Investigator(s), funding agency, implementing institute, contact information, budget, duration, start and end-year (prospective, if going on), outcomes, collaborations, and any other relevant information. The research projects have been broadly categorized into 16 subject areas.

6. **Technology:** The menu contains a brief description, information related to developed technologies, products, and solutions, their brief details, the broad area, sub-area, focus area, developing agency, contact information, and technology readiness index.

7. **Innovation:** The section contains four sub-sections, namely incubators, grassroot innovations, industrial innovations, and patents. Incubators include knowledge institutions that support and provide resources for building up growth and success of science activities, services, and so on. Grassroot innovations include technologies developed for addressing grassroot problems and challenges. These include area of innovation, the innovator's name and contact details, implementing institute, funding agency, along with brief description of the innovation and benefits to the society. Industrial innovations include brief description, subject area, developing institute and funding agency details, along with the benefits to the industry. The patents include the details like, patent assignee, patent number of the providing countries, application number, inventor's details, IPC classification, issuing date, implementing, and funding agencies, along with available licensing options.

8. **International Collaborations:** The section contains list and their details of bilateral and multilateral cooperation. For more information, the users are directed to the respective pages of the information provider.

9. **Distinguished Fellows:**The menu contains the list of eminent personalities who has been awarded esteemed national or international fellowships and working on various

scientific research areas. The information also includes the year of award and affiliated institution.

10. **Experts' Databases:** The section contains profiles of scientists/researchers and other faculty members working at leading research and academic organizations. It provides contact information, and area of research/expertise, along with details of the affiliated institute.

11. **Awards:** The entire national and international level awards given in S&T ecosystem to recognize scientific contributions and achievements are captured in this section, along with their details, like target group, area, purpose, funding agency, and a brief description.

12. **STI Outputs & Vision:** The section contains the list and descriptions of major achievements, science indicators, scientific resources, STI policies, guidelines & regulations, vision documents, national missions, roadmaps, and so on.

13. **Science and Society:** The section contains the list of the initiatives, along with their description, taken up by various ministries and agencies for taking the science to the societies and communities. The information has been segregated among rural applications, disadvantaged sections, STI for women, unreached regions, specially-abled and other societal benefits.

14. **Academia-Industry Partnerships:** The section contains the list of all partnerships implemented to bridge the systemic gap between academics and entrepreneurship. The information includes a brief description of the partnership and the eligibility criteria. For more information, the users are directed to the respective pages of the information provider.

15. **Approved and Not-accepted Research Proposals:** A database of approved research proposals and "Not Accepted" research proposals, along with their intricate details, like reason for non-acceptance, will be built up to increase the speed and efficiency of decision-makers and science managers. Additionally, this will also help the end-users to customise and enhance their quality of proposals.

2.2 Communication and Engaging Content:

The scientific information displayed in this section aims to sensitise the users on a number of scientific themes. This aims to serve the cause of "inculcating scientific outlook and temper" among people and keeping the citizenry informed and updated on the efforts of scientists, researchers and various science Ministries and Departments. Science Communication plays an indispensable role in realizing the efforts of scientists and researchers' sans which the enormous efforts would turn futile as would fail to serve its larger objective of public welfare.

The section will feature advancements, achievements, milestones, cutting-edge research, innovations, and so on, in the most conversant language. A repository of these contents will be made here to disseminate later through various platforms of communication, like print, electronic, digital, and social media. This section also contains trend stories on scientific themes and success stories of organisations& institutions.

Portal would popularise and disseminate information and news related to science, technology and innovation and recent developments in these fields through popular science articles, feature articles, banner stories and reports on recent developments in science and cutting-edge research going on in various science laboratories and Institutions across the nation.

The unified portal is a repository with great depth and width of information and data from the S&T framework of the country. To add to its credentials, is the fact that all information and data on this portal is validated and 100% authentic. But with this huge repository of content, it is highly likely that the content consumer is either likely to lose his way or get confused about what is available or what is not. Hence it is imperative to focus on user experience for the ISTI portal on the following lines.

1. Keyword Search
2. Advanced Search
3. Cross Linkage of Related content
4. Cookie Based Remarketing
5. AI-enabled live Chat
6. Email Support

2.3 CONTENT RESEARCH, DEVELOPMENT AND COMMUNICATIONS

In the unified portal, content will be sourced and aggregated from the science ministries and departments like DST, DBT, CSIR, MoES, DOS, DAE, and so on. The steps followed are as follows:

o Content Sourcing & Aggregation
o Content Research and Development
o Content Vetting & Validation
o Content Publishing and dissemination
o Content fetching through web integration
o Taxonomy based Search (Filter)
o API generation and integration
o Standardisation for SEO
o AI based chatbots and Email Support
o Design & Development of user interface (UI based experience)

2.4 Technical Requirements

S. No.	Area	Features	Description
1	Compatibility	Compatibility with Devices and existing systems	• Desktops, Tablets & Smartphones (All operating systems) • Data can be in different formats including, but not limited to, MS-Word, excel, power-

		(For future integration)	point, PDF, video, and so on.
			• Project Monitoring Tool • Programme Management Information System (PMIS)
			• Chrome, Mozilla Firefox, Internet Explorer, Edge, Safari, any other similar browsing systemetc
2	Configurability	Configuration, customization and branding the content	• Configurable Home Screen
			• Configurable User Registration and information pages
			• Brandable - branding (inclusion of logos, usage of fonts and colors, etc.) as per the standards required
3	Administration	Administration & Access Management	• Should enable different level of privilege across the application
			• Customizable roles and levels of access
4	Scalability	Technical	• Supports clustered/load balanced servers
5	Interface	User-Friendly GUI	• User-friendly interface for Admin and User
			• Easy navigation through well-defined menus and logically defined structure
			• Customizable login screen and dashboard
6	Availability &Documentation Security	Other parameters Technical & Functional Documentation Security Features & Auditing	• FAQs • User Manuals • Standard Operating Procedures • Workflows
7	Communication	E-mail / Mobile	• Mobile version of ISTI is already available, that needs to be updated automatically with the web portal

8	Documentation	Technical & Functional Documentation	• FAQs • User Manuals • Standard Operating Procedures • Workflows
9	Security	Security Features & Auditing	• Audit trail and audit logs shall be maintained

3. Scope of Work of the Agency for AMC

The selected agency will have to provide Comprehensive Maintenance and Management of the ISTI Web Portal that includes content development aggregation ,management, updation, uploading and all the technical support. The brief indicative list is follows:

3.1 Content Management and Uploading

1. Content aggregation, curation and management.
2. Regular content updation
3. Content uploading and publishing.
4. Archive: The system shall need Date and Time stamping of all Data entered through Admin in different sections of the Web Portal. System should have feature to make content archive automatically based on defined period, defined number of post etc. All these archive content should be available in search result too.

Note: Comprehensive Maintenance shall cover content management, updation, regular uploading and all bug fixes, change request, enhancement and development of existing CMS and its functionalities, and database management.

3.2 Modify user interface and better navigation of the ISTI web portal, as and when necessary.

The bidder shall perform the following duties under CMS & Layout updates:

- Changes to Web Pages,
- Up-loading / removing / creating / designing / moving of web pages,
- Banners,
- Layout updates,
- Modification/development of info-graphics, flash content, announcements;
- Edit, optimize and incorporate content in the form of text, photographs, images and videos etc. provided by VigyanPrasar into the ISTI Web Portal; Providing links to other sites & URLs as and when required; Further development of Special Themes

3.3 Create a structure that allows cross-linking of information (interoperability) whereby information once uploaded may be reflected in different formats.

3.4 Upgrade the Search/ Advanced Search facility of ISTI portal.

3.5 Develop the summarisation dashboard.

3.6 Create a module to visualise the data/content in visual formats like graphs, charts, etc., wherever required.

3.7 Creation of new features on the web portal, as and when required.

3.8 Fix all bugs/issues in the existing system/infrastructure as per the Audit from CERT-in Empaneled agency

1. Website Security Audit & Performance Monitoring: The successful bidder must perform the website security Audit from cert-in empaneled vendor.

2. Search Engine Optimization (SEO): The vendor shall create SEO Program that increases overall visitors. Monthly, an SEO report must be submitted by the vendor.

3. Project Monitoring: Following reports are required to be furnished to VigyanPrasar as per the frequency stated below:

   - SEO Report (Monthly)
   - Website Performance Report (Monthly)
   - Google Analytics Report (Monthly)
   - Security Vulnerability Assessment Report (Monthly)
   - Ticket Analysis – SLA Response (Weekly; and quarterly compiled report to be shared along with payment demand raised)
   - Confirmation of Staging environment (replica of live website) Update (with latest Code Backup)]

4. Dedicated on Site Manpower for Content Development and Segregation: - Agency need to deploy at least two human resources; Content writer, Copy Editor with extensive knowledge about the Current ongoing trends in scientific community. The role and responsibility of the content developer will be as follows:-

   4.1 New content development for ISTI portal
   4.2 Content Segregation
   4.3 Review of the content received from other Govt bodies.
   4.4 Adding the Meta data for ease of search results
   4.5 Copy edit the content

3.9 **API Development:** Modify and align Application Programming Interface (API), wherever required, for various device compatibility, like Mobile (android &iOS), Tablet, Desktop, Laptop, etc.

3.10 **Setting up of Mirror Server:** Set up the mirror server at a defined location. In case of failure or any other issue in the central server, the mirror server should start functioning immediately, automatically, and seamlessly. When the central server starts working again, the transactions from the mirror server should be updated in the central server immediately. Update Mirror server with complete data from the central server and vice versa every 8 hours. The last updated time and date should be continuously displayed as a notification.

3.11 **Patch Management:** Evaluation of suitability/requirement of Microsoft Windows Servers patches and application of the same on all servers if required.

3.12 **Website Security Audit & Performance Monitoring:** The successful bidder must perform the website security Audit and perform Gap closure (fixing of vulnerabilities) within two months on acceptance of the Purchase Order. The Audit must be carried out by a certified agency. The vendor shall be responsible for obtaining all security audits and certifications, viz., SSL, etc. The selected vendor must maintain the integrity of the site against spam, ransomware, hackers, viruses, and electronic attacks via firewalls, security software and passwords, and social media postings regarding inappropriate comments. This would include checking the content given by VigyanPrasar itself for in-built vulnerabilities or if they would cause any vulnerability. Critical vulnerabilities observed during security audit clearance need to be resolved within a maximum of 30 days of noticing such vulnerability.

3.13 Two full time dedicated on site developers are to be deployed. The content development professional should meet the qualification criteria enshrined in the Department of Science and Technology Office memorandum No. SR/S9/Z-05/2019 dated 21 August 2019 (Points 9 Project Scientist-B) issued for recruitment for Scientific/Technical manpower other than Project Scientist/ Project Associate/ JRF/SRF/RA in R&D programs dated Aug 21, 2019.

Note:

1. Comprehensive Maintenance shall cover contentdevelopment, management, updation, regular uploading and all bug fixes, change request,

enhancement and development of existing CMS and its functionalities, and database management.

2. All the new development(s) should comply with existing standards and should be free from all known vulnerabilities and bugs. The service provider to ensure that modules being developed for the website should go through a mandatory Quality Control (QC) and Quality Assurance (QA) testing.

3. All website updates are time bound. Generally, the website updates are carried out on working days; however, to meet certain statutory & regulatory compliances, updates may be required on weekends and/or public holidays as well. In this scenario, prior intimation would be sent to the vendor.

4. The tasks are for the general purpose and its not limited to the above mentioned only. ISTI team will take interview of the candidates before final deputation and Agency will give the remuneration as per the Department of Science and Technology Office memorandum issued for recruitment for Scientific/Technical manpower other than Project Scientist/ Project Associate/ JRF/SRF/RA in R&D programs dated Aug 21, 2019.

4. ELIGIBILITY CRITERIA

4.1   The bidder should have a registered office in India for the last five years. A document in support of this should be enclosed.

4.2   The bidder should have an annual turnover of Rs. Forty Lakhs during each of last three years.

4.3   The bidder must be registered with appropriate authorities for applicable statutory duties/taxes. Valid documentary proof of GST & PAN number shall be submitted.

4.4   The bidder must have successfully completed a **minimum of two (2) similar projects/services (web portal development and maintenance including content development &management)in Central Government/State Government/Public Sector organizations/Autonomous Bodies/ Statutory Bodies durin**g the last three years. Copy of work order and completion certificate shall be submitted.

4.5   The Bidder must have experience of working on maintaining Websites, Web Applications, and Web Design and provide web related services using PHP- Drupal & My SQL database, preferably with Central Government/State Government/Public Sector organizations/Autonomous Bodies/ Statutory Bodies.

4.6   The bidder must have at least 10 skilled manpower with professional experience in Design, Development of web applications or website maintenance, on its own payroll with experience of designing and developing websites using the technologies mentioned in the scope of work.

4.7   The bidder or its group shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies. Declaration in this regard by the authorized signatory of the bidder shall be submitted.

4.8   Acceptability of all conditions contained in the Tender Document by the Bidder is a requirement. No further deviations to any mentioned clause shall be sought for. A declaration in this regard by the authorized signatory of the bidder shall be submitted.

4.9   The bidder will not sub-contract the work/contract awarded. An undertaking to this effect has to be submitted by the successful bidder.

4.10   The bidders must enclose a proof of satisfactory performance of the works highlighted to fulfil experience requirement in its bid .

5. BID PRICES

5.1   The prices shall be quoted in Indian Rupees only exclusive of taxes.

5.2   All taxes, duties, levies applicable, etc. shall be clearly indicated.

5.3   Prices quoted must be firm and shall remain constant throughout the validity of bid and shall not be subject to any upward modifications whatsoever.

6. TENDER FEE AND BID SECURITY

6.1   The tender document may be downloaded from the website of VigyanPrasar or CPPP.

6.2   The bidder shall furnish, as part of its Bid, a Bid security. The Bid security is required to protect VigyanPrasar against the risk of bidder's conduct, which would warrant the security's forfeiture.

6.3   The Bid security shall be denominated in Indian Rupees only.

6.4   The bidder will have to deposit Rs.10000/- as EMD, in the form of Demand Draft (DD)/Pay Order (PO) drawn on any Nationalized/Scheduled Bank in favour of "VigyanPrasar" payable at New Delhi. The bid security may be paid online in the following bank account.

Account Name : VIGYAN PRASAR
Address :1st Floor, Block- II, TechnologyBhavan,
New Delhi-110016
NEFT/RTGS DETAIL
BANK NAME   : UNION BANK OF INDIA BANK
ACCOUNT UMBER :349902010040204

6.5   Any Bid not secured, as above, will be rejected by VigyanPrasar, as non- responsive.

6.6   Unsuccessful bidder's Bid security will be discharged or returned as promptly as possible.

6.7   The Bid Security will be subsequently adjusted against Performance Bank Guarantee (PBG) to be submitted by the successful applicant.

6.8   The Bid security may be forfeited if

6.8.1   A bidder withdraws its Bid during the period of Bid validity specified by the bidder on the Bid Form;

6.8.2   A bidder makes any statement or encloses any form which turns out to be false/incorrect at any time before the signing of the contract;

6.8.3   in the case of a successful bidder, if the bidder fails to sign the Contract, or furnish Performance Security as mentioned.

7. BIDDING PROCESS

Two bid system will be followed for the selection of the IT company/firm/agency/vendor. The Proposal will consist of two separate biddings, namely technical bidding and financial bidding through a two-cover system. Three separate covers containing technical bid, financial bid, and other required documents need to be placed in a single large envelope.

For clarification of doubts of the Bidders on issues related to this tender/RFP, VigyanPrasar intends to hold a Pre-Bid meeting on the date and time as indicated in the RFP. The queries of all the Bidders, in writing, should be reached by post/hand on or before 15 January 2024 on the address as mentioned. It may be noted that no query of any Bidder shall be entertained after the Pre-Bid meeting. Clarifications on queries will be given in the Pre-Bid meeting itself. Only the authorized representatives of the Bidders will be allowed to attend the Pre-Bid meeting.

8. HOW TO APPLY

8.1 The proposer must submit its **Technical Proposal** and **Financial Proposal** in two separate 'sealed envelopes' (duly super-scribed "Technical Proposal" and "Financial Proposal" on each envelope). Both these sealed covers should be enclosed in an outer cover and submitted to VP. Envelopes to be marked at the top in bold letters: [RFP NOTICE NO.**: VP/1903/IT&GTCD/ISTI Web Development/2018}**

8.2 Along with Technical Bid, following documents must be submitted:

8.2.1 Approach Note, Methodology and Visualization for Website Maintenance

8.2.2 Profile of the Bidder – Annexure I

8.2.3 Date of Registration/Incorporation

8.2.4 Certificate of NIC/MSME Registration Number

8.2.5 Copy of GST & PAN Number

8.2.6 The declaration that Bidder has not been blacklisted – Annexure III

8.2.7 Escalation Matrix – Annexure IV

8.2.8 Letter authorizing representing executive(s) – Annexure V

8.2.9 HR Undertaking – Annexure VI

8.2.10 Declaration for Acceptance of Scope of Work – Annexure VII

8.2.11 Acceptance of Terms & Conditions – Annexure VIII

8.3 Bid Security Fee must be submitted along with Technical Bid.

8.4 Financial Bid shall be submitted in a separate sealed envelope.

8.5 The proposals should be submitted in the prescribed format. Proposals not received in the prescribed format will be rejected.

8.6 The last date for the submission proposal is 9 January 2024 up to 05.30 PM Proposals may be submitted by post or by hand. Postal delays will not be accepted.

9. BID EVALUATION METHODOLOGY

9.1 VigyanPrasar will nominate a tender opening committee consisting of not less than three members to evaluate and score the technical proposals.

9.2 The proposals received will be scrutinized by the tender opening committee appointed by VigyanPrasar. The committee will recommend all the eligible firms/companies/agencies/vendors for the evaluation of technical bids.

9.3 During Eligibility Criteria Evaluation, bidder's details shall be evaluated concerning the required Eligibility Criteria as mentioned in this tender document, and subsequently, the bids of only eligible bidders shall be considered for final evaluation. The tender opening committee will recommend all the eligible firms/ companies for evaluation of technical bids.

9.4 A maximum of 100 marks will be allocated. 70% weightage for Technical Bid and 30% weightage for Financial Bid shall be followed.

Sl. No.	Evaluation Parameters (Technical)	Max. Marks	Proof of Document

1.	Bidder should have designed, developed and maintained web portal for any state/central govt. department in last three years and completed a minimum of two projects.	20	Copy of work orders
2.	A. Detailed Project Plan and Implementation methodology. Detailed strategies for Enhancement of existing CMS and its functionalities. B. Detailed strategies for Support and Change Management Plan, Security, Database, documentation, and maintenance.	15 15	Submission of plan in the proposal

3.	Technical Presentation on scope requirement:
	
	  A. As-Is study and problems of current web portal
	  B. New approach and methodology with focus on improving the portal.
	  C. Detailed Web portal technical and web interface design as per the scope of work.
	
	(Home Page and Inner Pages)
		10
		
		15
		
		15
			Technical Presentation to be made before the committee

4.	Work Experience of key professionals.	10	Resume / Profile sheet of the project manager and other developers in the team who would be working on the ISTI portal.
	Total Marks	100	

9.5   The minimum Technical score required is 70%. Any bidder who scores less than 70% will not be considered for financial evaluation.

9.6   Bidders, whose bids qualify for Technical Evaluation, shall be opened for financial evaluation. Bids/Proposals will be opened in the presence of short- listed vendors' representatives.

9.7   No TA/DA will be admissible to the proposers/applicants. The proposer or authorized representative will attend the presentation at their own cost.

9.8   All shortlisted applicants would be assigned a financial score. For financial evaluation, the total cost indicated in the Financial Proposal, excluding GST, will be considered.

9.12   Arithmetical errors will be rectified on the following basis:

9.13   If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.

9.14   If there is a discrepancy between words and figures, the amount in words will prevail.

9.15   Generally, the successful applicant will be the applicant having the highest combined score. The second highest Applicant will be kept in reserve and may be invited for negotiations in case the first-ranked applicant withdraws or is not selected for any reason.

9.16   The decision of the Tender Evaluation Committee would be final and binding upon the Bidders. VigyanPrasar may, at its sole discretion, decide to seek more information from the Bidders to normalize the bids. However, the Bidders will be notified separately, if such normalization exercise is to be carried out.

9.17   The Tender evaluation committee constituted for the purpose, may waive any informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

9.18   VigyanPrasar may add/remove any relevant criteria for evaluating the proposals received in response to this RFP at its sole discretion and determination.

9.19   The decision of VigyanPrasar in respect of evaluation methodology and shortlisting of bidders will be final, and no claims, whatsoever in this respect, shall be entertained.

9.20   VigyanPrasar reserves the right to accept or reject any or all the proposals without assigning any reason thereof.

10. NOTIFICATION OF AWARD TO BIDDER

10.1   VigyanPrasar shall notify the successful Bidder in writing by registered letter or by fax, that its bid has been accepted.

10.2   The Bidder shall acknowledge in writing a receipt of the notification of award and shall send his acceptance to enter into an agreement within seven (7) days of receiving the notification to VigyanPrasar.

10.3   The Successful Bidder, upon receipt of the notification, shall deploy manpower resources within 15 Days to initiate the project and ensure smooth support. Failure to abide by this may lead to the termination of the contract.

10.4   The successful bidder will be responsible for compliance of all the statutory labour laws concerning the deployment of manpower by him under the contract, and any/all liabilities accruing on account of labour laws will be the responsibility of the Vendor.

10.5   The selected proposer will have to enter into an agreement with VigyanPrasar. A Performance Bank Guarantee (PBG), from a Nationalized Bank in the prescribed format for 10 percent of the contract value as per provisions of the agreement entered into with VigyanPrasar will have to be submitted. The bank guarantee should remain valid for a period of sixty days beyond the date of completion of all contractual obligations.

(Applicable for selected proposer/firm/agency/vendor only for whom work order is issued.)

11. WORK PERIOD

11.1 The work period constitutes 03 months extendable for a period of one year, of a comprehensive maintenance contract that includes security audits, SSL certificate,and as mentioned in scope of work.

11.2 The technical supports resolving of necessary security issues & managing the live website for a period of One Year from the date of issue of the work order.

11.3 The CAMC work may be extended for a further period of one year on satisfactory performance.

12. DELIVERABLES

12.1   All technical support and modifications elaborated in the Scope of work.
12.2   Content Management and Layout updates
12.3   Providing website security audit and certificates of SSL
12.4   Coordination with NIC & Cloud Management
12.5   Troubleshooting & bug fixing
12.6   Enhancement of the features in Portal
12.7   Project monitoring as per elaborated in the Scope of work.
12.8   All other support mentioned in the scope of work.
12.9   All webmaster services.
12.10   Search Engine Optimization

13. SERVICE LEVEL AGREEMENT (SLA)

S. No.	Issues	Mean Time to Respond	Mean Time to Resolve	Penalty, if any

A	Application-related	4 business hours	Within agreed timelines	0.1% per incident fromMonthly payment
B	Uploading-related	0.5 business hour	3 business hours	0.1% per incident from Monthly payment

Any/all payments would be released based on the availability of the SLA reports, along with the demand raised.

14. GENERAL TERMS & CONDITIONS:

14.1 **Authentication of Bid:** The original and all copies of the bid shall be typed and signed. A letter authorizing representing executive(s) must be signed by the competent authority of the vendor.

All pages of the bid, except for unamended printed literature, shall be initialed and stamped by the person or persons signing the bid.

14.2 **Bidder's Responsibilities:** All entries in the bid shall either be typed or be in ink. Erasures without proper attestation by the Authorized Attorney shall render such bids liable to summarily rejection. The Bidder shall duly attest all cancellations and insertions. Bidder's offers, remarks, and deviations shall be with reference to sections numbers given in the Tender schedule.

VigyanPrasar reserves the right to reject a particular bid or cancel the entire RFP process without assigning any reasons whatsoever with no liability arising out of such consequences. No correspondence shall be entertained from any bidder in this regard.

14.3 **Bidder's Obligation to itself:** The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

14.4 **Modify/Withdrawal of Proposals:** Prior to the date specified for receipt of the proposal, a submitted proposal may be modified/withdrawn by Submitting a signed written request for its modification/withdrawal to VigyanPrasar.

14.5 **Compliance:** Each page of the Bid and cuttings/corrections shall be duly signed and stamped by the Bidder. Failure to comply with this requirement may result in the Bid being invalidated.

14.6 **Bidder's Liability:** The successful Vendor aggregate liability in connection with obligations undertaken within the scope of this RFP, regardless of the form or nature of the action giving rise to such liability (whether in contract or otherwise), shall be at actual and limited to the value of the contract. VigyanPrasar shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third-

partysoftware or modules supplied by the Bidder as part of this RFP. In no event shall VigyanPrasar be liable for any incidental or consequential damages or liability, under or in connection with or arising out of this Tender and subsequent agreement hereunder.

14.7 **Language of Bids:** The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the Bidder and VigyanPrasar, shall be written in the English language.

14.8 **Rejection of Bid:** Any effort by a Bidder to influence VigyanPrasar in its decisions on bid evaluation, bid comparison or contract award may result in rejection of Bidder's bid.

14.9 **Negligence:** In connection with the work or contravenes the provisions of General Terms, if the selected Vendor neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by VigyanPrasar, in such eventuality, VigyanPrasar may after giving notice in writing to the selected Vendor calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, VIGYAN PRASAR shall have the right to cancel the Contract holding the selected Vendor liable for the damages that VigyanPrasar may sustain in this behalf. Thereafter, VigyanPrasar is to be compensated for failure at the risk and cost of the selected Vendor.

14.10 **Copyright and Trademarks:** Successful bidder will hand over all the software and graphics to VigyanPrasar for the purpose of copyright and intellectual ownership. On the bottom of every page, information regarding copyright should be displayed.

14.11 **Publicity:** Any publicity by the Vendor in which the name of VigyanPrasar is to be used should be done only with the explicit written permission of the Purchaser.

14.12 **Intellectual Property Rights Information Ownership:** All information processed, developed code/modules developed, or transmitted by ISTI Web Portal belongs to VigyanPrasar. By having the responsibility to maintain the ISTI Web Portal, the Vendor does not acquire implicit access rights to the information or rights to redistribute the information/ proprietary code, and the security matrix followed.

14.13 **Jurisdiction:** The jurisdiction for the purpose of settlement of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the construction and/or interpretation thereof shall be that of the appropriate court in New Delhi. The jurisdiction of any other court in any place other than New Delhi is specifically excluded.

14.14 **Privacy& Security Safeguards:** The Vendor shall not publish or disclose in any manner, without prior written consent from VigyanPrasar, the details of any security safeguards designed, developed, or implemented by Vendor if any under this contract or existing at any VigyanPrasar location.

14.15 **Confidentiality:** The vendor shall keep confidential any information obtained under the contract and shall not divulge the same to any third party. In case of non-compliance with the confidentiality agreement, the contract is liable to be repudiated by VigyanPrasar. VigyanPrasar shall further have the right to regulate vendor staff.

14.16 **Disclaimer:** This RFP is neither an agreement nor an offer and is only an invitation by VigyanPrasar to the interested parties for the submission of bids. The purpose of this RFP is to provide the Vendor with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP and, where necessary, obtain independent advice. VigyanPrasar makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of this RFP. VigyanPrasar may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

15. PAYMENT TERMS

15.1 The payment will be made on monthly basis.

15.2 No advance payment shall be made.

15.3 Any/all payments would be released based on the availability of the SLA reports, along with the demand raised.

15.4 All payments shall be released directly by VigyanPrasar to the Bidder except as otherwise provided in the tender.

15.5 All payments by VigyanPrasar will be affected in Indian Rupees, subject to any deductions from the contract price as per contract.

15.6 All the payments mentioned above shall be made by VigyanPrasar based on the certification by VigyanPrasar of the satisfactory services provided by the bidder.

15.7 All Bank Guarantees shall be by scheduled commercial Banks in India and shall be irrevocable and enforceable in India.

15.8 VigyanPrasar will have the absolute right to encash Bank Guarantees if sufficiently convinced of negligence and lack of dedication to work on the part of the Bidder.

15.9 No claim on account of any price variation/escalation shall be entertained.

15.10 Payment will be released after the deduction of TDS and other statutory dues as applicable within 15 days after the receipt of the bill. VigyanPrasar will entertain no claim for interest in case of delayed payment.

15.11 All payments shall be made to the account of the IT Company/Agency/Vendor.

16. APPLICATION SUBMISSION

The application may be submitted in a **sealed cover** addressed to**Accounts Officer,** VigyanPrasar, 1st Floor, AI complex, Technology Bhavan, New Delhi-110016 with the envelope marked **"Comprehensive Annual Maintenance Contract for India Science, Technology & Innovation (ISTI) Web Portal,"** and Tender Invite No. VP/1903/IT&GTCD/ISTI Web Development/2018.Unsealed and unmarked covers would be rejected. Last date of the submission is **18th Dec 2023 by 03:00 PM.**

Annexure - I
Profile of the Bidder

Sl. No.	Particulars	
1.	Name of the Bidder	
2.	Date of Registration/ Incorporation *(copy of incorporation/ firm registration certificate to be submitted)*	
3.	NIC/MSME Registration Number *(copy of the certificate to be submitted)*	
4.	Detailed office address of the bidder with Office Telephone Number, Fax Number, Mobile Number and E-mail along with the name of the contact person	
5.	Status of Applicant *(Proprietorship Firm/ Partnership Firm/Private Limited/Society/ (attach documentary evidence)*	
6.	PAN Number *(copy to be enclosed)*	
7.	Name/s of authorized Executive/s *(Along with email/phone/fax numbers)*	
8.	GST Tax Registration No. *(copy to be enclosed)*	
9.	List of Clients, Govt. as well as reputed private organizations	
10.	Experience in Maintenance and Development of Website	
11.	NEFT/RTGS Details for Payment Processing	

Signature of the Authorized
Signatory Name
Designation
Name of the Bidding Entity

Note: Relevant document/details mustbe attached to support each of the above Responses.

Annexure II

To
VigyanPrasar,

Financial Bid
1st Floor, AI complex,
Technology Bhavan, New Delhi-110016

Sub: Notice Inviting Quotations for comprehensive Maintenance Contract of ISTI Web Portal

Ref: VP/1903/IT&GTCD/ISTI Web Development/2018

Sir,

We quote below our firm prices for comprehensive maintenance contract of the ISTI Web Portal as per terms and conditions in the tender as mentioned above;

2. Commercial BOQ

Sr. No	Services	Rate	Commercial
1	CAMC of ISTI portal	Rate to be quoted on the monthly basis	
2	Deployment of 2 Onsite Content Developer	Salary per month need to be provided as per the DST O.M No. SR/S9/Z-05/2019 dated 1 August 2019 (Points 9 Project Scientist-B)	
3	Cert-in Audit for the ISTI portal	Quote one-time charges for the Cert-in Audit from Empaneled agency	
4	Hourly quote for the Additional development if any	Quote the hourly charges for any additional development work which is not part of current Website	

3. Quoted rates valid for 90 days from the date of opening of the bid.
4. I/We accept all the terms and conditions of your Bidding document referred to above.
5. I/ We understand you are not bound to accept any proposal you receive.

Signature of the Authorized Signatory Name
Designation
Name of the Bidding Entity

<div align="center">**Annexure III**</div>

<div align="center">**The declaration that the bidder has not been
blacklisted**
(To be submitted on the Letterhead of the vendor)</div>

To,
VigyanPrasar

Dear Madam/Sir,

Subject: ISTI WEB PORTAL MAINTENANCE

We confirm that our company is not blacklisted in any manner whatsoever by any central Government department, autonomous organizations, Public Sector Undertakings (PSUs) or any other Government organizations in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

VigyanPrasar shall have the right to take appropriate action against us, in case any of the above information is found to be false or incorrect.

Date: Signature of Authorized Signatory
Place: Name of the Authorized
                                                                Signatory
                                                                Designation
                                                        Name of the Organization
                                                             Organization Seal

Annexure IV Escalation Matrix

(Starting from the person authorized to make commitments to VigyanPrasar till the person in rank of CEO / VP)

Delivery Related Issues

Name	Organization	Designation	Mobile	Phone	Email

Service-Related Issues

Name	Organization	Designation	Mobile	Phone	Email

<u>Note: Any changes in the Designations/Contact Persons, VigyanPrasar need to beinformed immediately.</u>

Date:

Place:

Signature of Authorized Signatory
Name of the Authorized Signatory
DesignationName of the Organization Organization Seal

Annexure V

Letter authorizing representing executive(s)
(To be submitted on Vendor's

letterhead) Ref: VigyanPrasar Tender No. _____

__

<Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above-said Bid.

For the purpose of validation, his/ her verified signatures are as under and on our behalf. We undertake to abide by any acceptance given by him under his signature.

_____
(Specimen Signature/s of Authorized Representative/s)

Date:

Place:

Signature of Authorized Signatory
Name of the Authorized Signatory
Designation
Name of the Organization
Organization Seal

<div align="center">

Annexure VI

HR Undertaking
(Indicate the Available Skill Set in a Tabular Form & Attach along)

</div>

Dear Sir/Madam,

Sub: Reg. Bid for Annual Maintenance for ISTI Web Portal

We, M/s_____ , a sole proprietorship firm/LLP/ company incorporated under the companies act, 1956/2013/<Please specify other type if any> with its headquarters at, _____ hereby certifies that we have a minimum of 10 qualified professionals from past _   year/s. These professionals have thorough knowledge of Apache, CMS (PHP-Drupal) and MySQL Server (administration and application development).

This undertaking has been submitted and limited to, in response to the tender reference mentioned in this document.

Thanking You,

Yours faithfully,

Annexure VII

Declaration for Acceptance of Scope of Work
   (To be submitted on Vendor's letterhead)

To,
The Accounts Officer,
VigyanPrasar
1st Floor, AI complex,
Technology Bhavan, New Delhi-110016

Dear Madam/Sir,

Ref: VigyanPrasar Tender No. _____

REG: Acceptance of Scope of work
 The details submitted in the format above are true and correct to the best of our knowledge, and if it is proved otherwise at any stage of execution of the contract, VigyanPrasar has the right to reject the proposal and disqualify us from the process summarily.
 We hereby acknowledge and confirm, having accepted VigyanPrasar can, at its absolute discretion, apply whatever criteria it deems appropriate, not just limited to those criteria set out in the RFP and related documents, in shortlisting of vendors for providing VigyanPrasar Website Maintenance services.
 We also acknowledge the information that this response of our Company for RFP process of VigyanPrasar is valid for a period of, for the selection purpose, from the date of expiry of the last date for submission for the response to RFP and related enclosures.
 We also confirm that we have noted the contents of the RFP, including various documents forming part of it, and have ensured that there is no deviation in submitting our offer in response to the tender.
 We also confirm that we will abide by the Terms & Conditions mentioned in the Tender Document read with our suggestions/ comments in our proposal.
 Yours faithfully,

 Date:

 Place:

 Signature of Authorized Signatory
 Name of the Authorized Signatory
 Designation
 Name of the Organization
 Organization Seal

ACCEPTANCE OF TERMS AND CONDITIONS
(Letter to VigyanPrasar on the Bidder's Letterhead)

To,
The Accounts Officer,
VigyanPrasar
1st Floor, AI complex,
Technology Bhavan, New Delhi-110016

Dear Madam/Sir,

Sub: ISTI WEB PORTAL MAINTENANCE

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer **ISTI WEB PORTAL MAINTENANCE** as detailed in your above-referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information.

We understand that we shall comply with the scope of work and requirements as specified in tender terms and conditions completely, and there are no deviations/recommendations of any manner and/or sort and/or kind in this regard from my/our side.

We hereby undertake that the equipment to be delivered to VigyanPrasar will be brand new, including all components.

We understand that VigyanPrasar is not bound to accept the offer either in part or in full and that VigyanPrasar has the right to reject the offer in full or in part without assigning any reasons whatsoever.
Yours faithfully,

Date:

Place:

Signature of Authorized Signatory
Name of the Authorized Signatory
Designation
Name of the Organization
Organization Seal

***