



VIGYAN PRASAR

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

A-50 Institutional Area, Sector-62,
Noida (UP) 201309

Notice Inviting Quotations

For

**Redesign, Development and Comprehensive
Annual Maintenance Contract of DST Website**

<http://dst.gov.in/>

NOTICE INVITING QUOTATIONS

Details of Quotation

A	Tender Invite No.	VP/1920/ DST Comm. Project/Web Development/2019
B	Date of Issue	24 June 2020
C	Pre-Bid Meeting	03 July 2020
D	Last date and time of receipt of quotations	14 July 2020 by 1:00 PM
E	Date and time for opening of quotations	14 July 2020 by 2:00 PM A - 50, Institutional Area, Sector - 62, Noida - 201309
F	Presentation by eligible bidders	17 July 2020 by 10:30 AM A - 50, Institutional Area, Sector - 62, Noida - 201309
G	Validity of Proposals	Proposals must remain valid 90 days after the submission date.
H	Address of receiving the Quotations	Registrar, VigyanPrasar, A - 50, Institutional Area, Sector - 62, Noida - 201309

Tender fee (in the form of Demand Draft/Pay Order/Online Transaction Acknowledgement addressed to Vigyan Prasar, Payable at New Delhi) shall be submitted along with a hard copy of technical Bids by the bidders. Vigyan Prasar reserves the right to reject the any bid without assigning any reason. If any successful bidders fails to fulfil obligations under this tender, may be blacklisted and Vigyan Prasar would also free to circulate such blacklisted agencies to other Ministries/Department of Govt. of India.

About the RFP

VigyanPrasar (VP), an autonomous organization of the Department of Science and Technology, Govt. of India, invites the proposal for Redesign & Development of DST Website(<http://dst.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 development, maintenance, design & security. The selected bidder will be providing enhancement, redesign, development and on-going maintenance support for DST Website. The selected vendor must be capable of providing a high degree of security measures and protocols. Sealed tenders are invited from reputed organizations for selecting a vendor for Redesigning & Development of DST website and Two (2) years of Comprehensive Annual Maintenance Contract (CAMC) thereafter, by 14 July 2020 by 1:00 PM to the address given below:

**To,
Registrar,
Vigyan Prasar
(An autonomous organization of
The Dept. of Science & Technology, Govt. of India),
A-50, Institutional Area, Sector - 62
Noida - 201309**

1. SCOPE OF WORK

DST Website (<http://dst.gov.in/>), a bilingual (Hindi & English) website, is developed using PHP-Drupal & My SQL under Windows & Apache Environment. The vendor is expected to redesign, migrate, manage and maintain the website. The vendor should deploy resources having extensive knowledge and background in utilizing Content Management System (CMS) to manage Websites using PHP-Drupal and Windows environment.

The selected agency will have to provide redesigning of the website, migration of the content/database from old to new website, and comprehensive maintenance and management of the DST Website and all the technical support that includes but not limited to the following:

- 1.1 Bidder shall re-design and develop CMS based DST website on latest version of Drupal as communicated by VigyanPrasar.
- 1.2 Bidder shall use cascading style sheet (CSS) based design approach to develop browser and resolution independent website for
 - 1.2.1 Optimal presentation
 - 1.2.2 Information dissemination with flexibility to re-arrange content, presentation and colour scheme as required
 - 1.2.3 Various user interfaces on various devices
- 1.3 Bidder shall ensure following components on the website
 - 1.3.1 Dynamic web pages.
 - 1.3.2 Online forms for regular submission of call for proposals.
 - 1.3.3 Home page will have sections for Login, Notifications, Activity Calendar, Media Reports and Archives, besides other major sections, menu and features in the website.
 - 1.3.4 Login credentials creation module for officials and staff of DST.
 - 1.3.5 Data reception forms/ pages for each role, wherever required.
 - 1.3.6 Processing pages inclusive of automated email generation and embedded SMS services, wherever required, for each role.
 - 1.3.7 Photo gallery & video management system.
 - 1.3.8 Dynamic news/events/notification management system.
 - 1.3.9 Discussion forum.
 - 1.3.10 Webinar & Online conference.
 - 1.3.11 All Social Media compatibility.
 - 1.3.12 Feedback management system.
 - 1.3.13 Sitemap.
 - 1.3.14 Related links to other government web portals & and related web application.
 - 1.3.15 FAQs.
 - 1.3.16 Banners and Advertisements.
 - 1.3.17 Theme change, font change, screens reader, etc.
 - 1.3.18 Make all changes accordingly including the graphical, pictorial, audio & video interface as needed.
 - 1.3.19 Development of Comprehensive Content Management System (CMS) for roll - based management of menus, submenus and contents in all sections/subsections of the website.
 - 1.3.20 Maintain audit trails of documents hosted, accessible to the administrator as needed.

- 1.3.21 Auto archival mechanism to maintain the archived documents with proper classification and auto archival system.
 - 1.3.22 Sections such as 'what's new', 'latest updates', etc. must be dynamic.
 - 1.3.23 User Friendly navigation
 - 1.3.24 Database driven approach
 - 1.3.25 Designing database components as tables, structures, views and queries, wherever required.
 - 1.3.26 Integration of these components with the website component.
 - 1.3.27 Database backup and restore utilities.
 - 1.3.28 Website to be user friendly with visually challenged
 - 1.3.29 Migration of present content to the new website
 - 1.3.30 Maintenance of currently running website till the new website is active and running, including resolving vulnerabilities, server and management
 - 1.3.31 Comprehensive annual maintenance contract of the new website for Two (2) years after the completion of Redesigning & Development of the website that includes but are not limited to
 - 1.3.31.1 Fixing all bugs/issues in code, resolving vulnerabilities
 - 1.3.31.2 Security audit as and when required
 - 1.3.31.3 Enhancing features without making changes in basic architecture/structure
 - 1.3.31.4 Allocation of dedicated resources for making these changes
 - 1.3.31.5 Addition of pages
 - 1.3.31.6 Any other changes/modifications without significant changes in major basic architecture
 - 1.3.32 Coordination with NIC
 - 1.3.33 Cloud management of the Website
- 1.4 The bidder shall complete all the redesigning and development work within 60 days.
 - 1.5 The DST Website shall comply with Guidelines for Indian Government Websites (GIGW) with mobile compatibility.
 - 1.6 The DST Website shall readily align with all the browsers, such as Google Chrome, Internet Explorer (IE), Oprah, Netscape, Mozilla Firefox, etc. under all commonly used resolutions.
 - 1.7 The DST website shall be bilingual (Hindi & English).
 - 1.8 Manage & maintain DST website for performance (viz. has enough storage space, is loading quickly, etc.).
 - 1.9 Ensure adherence to the uptime guarantee, backup frequency and success.
 - 1.10 Maintenance of all pages, including new pages (English & Hindi) should necessarily be developed and maintained in the CMS and static HTML pages are to be avoided.
 - 1.11 Hosting support, hosting of online contests and data management
 - 1.12 **API Development:** Modify and align Application Programming Interface (API), wherever required, for various device compatibility, like Mobile (android & iOS), Tablet, Desktop, Laptop, etc.

- 1.13 **Preventive Maintenance:** Bidder shall conduct preventive maintenance (viz. inspection, testing, and satisfactory execution of all diagnostics. The selected bidder is required to provide a preventive maintenance checklist along with a schedule.
- 1.14 **Patch Management:** Evaluation of suitability/requirement of Microsoft Windows Servers patches and application of the same on all servers, if required.
- 1.15 **Help Desk Management:** All Call Log details (website updates/issues, etc.) are to be managed and maintained by the selected vendor. Online access of all Issues/Tickets with as on date status (centralized helpdesk) to be maintained. The knowledge base of issue logs is to be maintained. The bidder will have to establish a Help Desk, which shall be in operation 24x7. The support staff should have knowledge of the installation of Third Party tools, configuration, and troubleshooting. This is required to ensure 24x7 availability of DST website.
- 1.16 Vendor must adopt industrial standard methodology for Change Management and Content Change tracking for the DST Website.
- 1.17 **Audit Gap Closure:** The vendor is expected to undertake remedial action for all alerts /audit findings / observations / guidelines raised by the security system or Government agencies, etc. Vendor is expected to provide compliance for all Audit observations as and when required and to address the Audit gaps. The vendor is also expected to extend its support during third party audit, if any, for the DST Website.
- 1.18 **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 (CERT-IN empanelled agency). The vendor shall be responsible for obtaining all security audits and certifications, viz. STQC, 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.
- 1.19 **Content Management System (CMS) & Layout Updates:** The bidder shall perform the following duties under CMS & Layout updates: Upgrading without changing the content and the database; Changes to Web Pages, Up-loading / removing / creating /moving of web pages, banners, layout updates, modification/development of graphics-animation, flash content, advertisements; Edit, optimize and incorporate content in the form of text, photographs, images and videos etc. provided by VigyanPrasar into the DST Website; Providing links to other sites & URLs as and when required; Further development of Special Themes; Increase/adjustment/adaptation to screen size according to various devices; Dynamic archival of the content
- 1.20 **Search Engine Optimization (SEO):** The vendor shall create SEO Program that results in an increase in overall visitors. Monthly, SEO report must be submitted by vendor metatagging and indexing all pages.
- 1.21 **Security Audit & Certification:** The vendor shall be responsible for obtaining all security audits and certifications, viz. STQC, SSL, and any other security guidelines of Govt. of India, etc.

- 1.22 **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 local 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.
- 1.23 The bidder shall provide webmaster services after successful completion of all the redesigning and development work.
- 1.24 The selected service provider shall provide the following documentations in hard as well as soft copies:
- Detail Project Plan, Fortnightly progress reports.
 - System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements
 - Complete Source Code with required documentation.
 - Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan,
 - User Acceptance Test Plan, Security Test Plan, Load Test Plan)
 - Training Manuals and literature
 - Systems Administration Manuals
 - CMS Tool Manuals
 - Website User manuals
 - Installation Manuals
 - Operational Manuals
 - Maintenance Manuals
 - Security policy and procedure for Portal including Password security, logical access security, operating system security, data classification, and application security and data backups.
- 1.25 Selected service provider shall be under obligation to provide training to up to five users during the project period.

1.26 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 Update (with latest Code Backup)

1.27 Assumptions & Dependencies:

1. Content (Hindi and English) shall be provided by VigyanPrasar.
2. Conversion of content (English to Hindi) shall be the responsibility of VigyanPrasar.
3. 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.
4. The server space and logistics required for Mirror Server shall be provided by VigyanPrasar.

All new development(s) should be in compliance to 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.

All website updates are time bound. Generally the website updates are carried out on working days however in order 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.

2. ELIGIBILITY CRITERIA

- 2.1 The bidder should have a registered office in India from last five years. A document in support of this shall be enclosed.
- 2.2 The bidder should have an annual turnover of Rs.50 lakhs(Fifty Lakhs)during each of last three years.
- 2.3 The bidder must be registered with appropriate authorities for applicable statutory duties/taxes. Valid documentary proof of GST & PAN number shall be submitted.
- 2.4 The bidder must have successfully completed minimum three(3)services in CPSUs /Govt. Organizations during last three years. Copy of work order and completion certificate shall be submitted.
- 2.5 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.
- 2.6 The bidder must have at least 20 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 scope of work.

- 2.7 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 Responder shall be submitted.
- 2.8 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. Declaration in this regard by the authorized signatory of the Responder shall be submitted.
- 2.9 The bidder will not Sub-Contract the work/contract awarded. An undertaking to this effect has to be submitted by the successful bidder.
- 2.10 The bidders shall enclose satisfactory performance certificate in respect of the works highlighted to fulfil experience requirement in its bid.

3. BID PRICES

- 3.1 The prices shall be quoted in Indian Rupees only exclusive of taxes.
- 3.2 All taxes, duties, levies applicable etc. shall be clearly indicated.
- 3.3 Prices quoted must be firm and shall remain constant throughout the period of validity of bid and shall not be subject to any upward modifications, whatsoever.

4. TENDER FEE AND BID SECURITY

- 4.1 The Tender fee shall be denominated in Indian Rupees only.
- 4.2 The bidder will have to deposit the cost of tender document Rs.500/- (Five Hundred Only) that is non-refundable, in the form of Demand Draft (DD)/Pay Order (PO) drawn on any Nationalized/Scheduled Bank in favour of "Vigyan Prasar" and payable at New Delhi. Tender fee is only to be paid if the tender document is procured from Vigyan Prasar. In case, the tender document is downloaded from the website, No tender fee is required. The DD/PO shall be submitted along with the bid.
- 4.3 The bidder shall furnish, as part of its Bid, a Bid security. The Bid security is required to protect Vigyan Prasar against the risk of bidder's conduct, which would warrant the security's forfeiture.
- 4.4 The Bid security shall be denominated in Indian Rupees only.
- 4.5 The bidder shall have to deposit Rs.50000/- (Fifty Thousand only) as EMD along with tender fee of Rs.500/- (Rupees Five Hundred) Only, in the form of Demand Draft (DD)/Pay Order (PO) drawn on any Nationalized/Scheduled Bank in favour of "Vigyan Prasar" payable at New Delhi. Tender fee (Rs.500) is only to be paid if the tender document is procured from Vigyan Prasar. In case, the tender document is downloaded from the website, No tender fee is required. The bid security, and tender fee may be paid online in the following bank account:

Account Name : VIGYAN PRASAR
Address : A- 50, NCMRWF BUILDING,
SECTOR- 62, NOIDA

NEFT/RTGS DETAIL BANK NAME : UNION BANK OF INDIA
BANK ACCOUNT NUMBER : 349902010040204
IFSC CODE- FOR RTGS/NEFT : UBIN0534994
BANK ADDRESS : SAFDARJANG DEVELOPMENT
AREA, C-4, COMMUNITY
CENTRE, NEW DELHI- 110016

- 4.6 Any Bid not secured, as above, will be rejected by Vigyan Prasar, as non-responsive.
- 4.7 Unsuccessful bidder's Bid security will be discharged or returned as promptly as possible as but not later than 30th day after the award of the contract.
- 4.8 The Bid Security will be subsequently adjusted against Performance Bank Guarantee (PBG) to be submitted by the successful applicant.
- 4.9 The Bid security may be forfeited if
- 4.9.1 a bidder withdraws its Bid during the period of Bid validity specified by the bidder on the Bid Form;
 - 4.9.2 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;
 - 4.9.3 in the case of a successful bidder, if the bidder fails to sign the Contract, or furnish Performance Security as mentioned.

5. 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 the purpose of clarification of doubts of the Bidders on issues related to this tender/RFP, Vigyan Prasar 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 reach by e-mail (kdgm@vigyanprasar.gov.in) or by post on or before 02 July 2020 at 05.30 pm 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.

6. HOW TO APPLY

- 6.1 The proposer must submit its **Technical Proposal** and **Financial Proposal** in two separate 'sealed envelopes' (duly super-scribed "Technical Proposal" and "Financial Proposal" on the 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/1920/ DST Comm. Project/Web Development/2019]
- 6.2 Along with Technical Bid, Following documents must be submitted:
- 6.2.1 Approach Note, Methodology and Visualization for Website Maintenance
 - 6.2.2 Profile of the Bidder – Annexure I
 - 6.2.3 Date of Registration/Incorporation
 - 6.2.4 Certificate of NIC/MSME Registration Number
 - 6.2.5 Copy of GST & PAN Number
 - 6.2.6 The declaration that Bidder has not been blacklisted – Annexure III

- 6.2.7 Escalation Matrix – Annexure IV
- 6.2.8 Letter authorizing representing executive(s) – Annexure V
- 6.2.9 HR Undertaking – Annexure VI
- 6.2.10 Declaration for Acceptance of Scope of Work – Annexure VII
- 6.2.11 Acceptance of Terms & Conditions – Annexure VIII
- 6.3 DD/PO/online transaction evidence for Tender Fee and Bid Security Fee must be submitted along with Technical Bid.
- 6.4 Financial Bid shall be submitted in separate envelope, along with Annexure II.
- 6.5 The proposals should be submitted in the prescribed format. Proposals not received in the prescribed format will be rejected.
- 6.6 Last date for submission proposal is 14 July 2020 up to 01:00 pm. Proposals may be submitted by post or by hand. Postal delays will not be accepted.

7. BID EVALUATION METHODOLOGY

- 7.1 Vigyan Prasar will nominate a tender opening committee consisting of not less than three members to evaluate and score the technical proposals.
- 7.2 The proposals received will be scrutinized by the tender opening committee appointed by Vigyan Prasar. The committee will recommend all the eligible firms/companies/agencies/vendors for the evaluation of technical bids.
- 7.3 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
- 7.4 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 website 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 website B) New approach and methodology with focus on improving the website C) Detailed Website 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 DST Website.
	Total Marks	100	

- 7.5 The minimum Technical score required is 70%. Any bidder who scores less than 70% will not be considered for financial evaluation.
- 7.6 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.
- 7.7 No TA/DA will be admissible to the proposers/applicants. The proposer or authorized representative will attend the presentation at their own cost.
- 7.8 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.
- 7.9 The lowest financial proposal (L1) will be awarded a 100 % score. The financial scores of other proposals will be computed as follows:
Financial Score of a bidder = {(Financial Bid of L1/Financial bid of the Bidder) X 100}% (adjusted to 2 decimals)
- 7.10 The bids will be eventually evaluated based on the vendor ratings arrived by a combined scoring of the Technical Bid (weighted) and Commercial bid.
- 7.11 Proposals will finally be ranked according to their combined technical and financial scores (CS) as follows:
CS= Technical Score X 0.7 + Financial Score X 0.3
- 7.12 Arithmetical errors will be rectified on the following basis:
7.12.1 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.
7.12.2 If there is a discrepancy between words and figures, the amount in words will prevail.
- 7.13 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.

- 7.14 The decision of the Tender Evaluation Committee would be final and binding upon the Bidders. Vigyan Prasar 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.
- 7.15 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.
- 7.16 Vigyan Prasar may add/remove any relevant criteria for evaluating the proposals received in response to this RFP at its sole discretion and determination.
- 7.17 The decision of Vigyan Prasar in respect of evaluation methodology and shortlisting of bidders will be final, and no claims, whatsoever in this respect, shall be entertained.
- 7.18 Vigyan Prasar reserves the right to accept or reject any or all the proposals without assigning any reason thereof.

8. NOTIFICATION OF AWARD TO BIDDER

- 8.1 Vigyan Prasar shall notify the successful Bidder in writing by registered letter or by fax, that its bid has been accepted.
- 8.2 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 Vigyan Prasar.
- 8.3 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.
- 8.4 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.
- 8.5 The selected proposer will have to enter into an agreement with Vigyan Prasar. 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 Vigyan Prasar 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.)

9. WORK PERIOD

- 9.1 The work period constitutes Two (2) Months of website redesign and development and subsequently Two (2) Years of comprehensive maintenance of the website that includes but is not limited to security audit, SSL certificate and STQC.
- 9.2 The technical support resolving of necessary security issues & comprehensively managing the live website is for a period of Two (2) Years after the date of completion of the website redesigning and development work.

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

10. DELIVERABLES

- 10.1 All technical support and modifications elaborated in the Scope of work
- 10.2 Redesigning and development of the website
- 10.3 Enhancement of the features
- 10.4 Dynamic website content and functioning
- 10.5 Content Management and Layout updates
- 10.6 Providing website security audit and certificates of STQC & SSL
- 10.7 Coordination with NIC & Cloud Management
- 10.8 Troubleshooting & bug fixing
- 10.9 Project monitoring as per elaborated in the Scope of work
- 10.10 All other support mentioned in the scope of work
- 10.11 All webmaster services
- 10.12 Search Engine Optimization

11. SERVICE LEVEL AGREEMENT (SLA):

SLA shall be applicable after the redesigning and development assignments get finished, that is, during the annual maintenance contract period.

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 from quarterly payment
B	Uploading-related	0.5 business hour	3 business hours	0.1% per incident from quarterly payment

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

12. GENERAL TERMS & CONDITIONS:

12.1 **Authentication of Bid:** The original and all copies of the bid shall be typed and signed. 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.

12.2 **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.

Vigyan Prasar 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.

- 12.3 **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.
- 12.4 **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 Vigyan Prasar.
- 12.5 **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.
- 12.6 **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.
Vigyan Prasar shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the Bidder as part of this RFP. In no event shall Vigyan Prasar 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.
- 12.7 **Language of Bids:** The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the Bidder and Vigyan Prasar, shall be written in the English language.
- 12.8 **Rejection of Bid:** Any effort by a Bidder to influence Vigyan Prasar in its decisions on bid evaluation, bid comparison or contract award may result in rejection of Bidder's bid.
- 12.9 **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 Vigyan Prasar, in such eventuality, Vigyan Prasar 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 Vigyan Prasar may sustain in this behalf. Thereafter, Vigyan Prasar is to be compensated for failure at the risk and cost of the selected Vendor.
- 12.10 **Copyright and Trademarks:** Successful bidder will hand over all the software and graphics to Vigyan Prasar for the purpose of copyright and intellectual ownership. On the bottom of every page, information regarding copyright should be displayed.
- 12.11 **Publicity:** Any publicity by the Vendor in which the name of Vigyan Prasar is to be used should be done only with the explicit written permission of the Purchaser.
- 12.12 **Intellectual Property Rights Information Ownership:** All information processed, developed code/modules developed, or transmitted by DST Website belongs to Vigyan Prasar. By having the responsibility to maintain the DST Website, the Vendor does not acquire implicit access rights to the information or rights to redistribute the information/proprietary code, and the security matrix followed.

- 12.13 **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.
- 12.14 **Privacy & Security Safeguards:** The Vendor shall not publish or disclose in any manner, without prior written consent from Vigyan Prasar, the details of any security safeguards designed, developed, or implemented by Vendor if any under this contract or existing at any Vigyan Prasar location.
- 12.15 **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 Vigyan Prasar. Vigyan Prasar shall further have the right to regulate vendor staff.
- 12.16 **Disclaimer:** This RFP is neither an agreement nor an offer and is only an invitation by Vigyan Prasar 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. Vigyan Prasar 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. Vigyan Prasar may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

13. PAYMENT TERMS

- 13.1 (a) 60 per cent of the bid amount will be paid only after making the fully functional secured, GoI norms complaint such as SQTC; Security audit etc., website live handing over of source code & all relevant documents.
- (b) 20 per cent will be paid on completion of one year of Comprehensive maintenance
- (c) 20 per cent will be paid on completion of second one year of Comprehensive maintenance
- (d) Payment will be released after the deduction of TDS and other statutory dues as applicable within 30 days after the receipt of the bill. Vigyan Prasar will entertain no claim for interest in case of delayed payment.
- 13.2 No advance payment shall be made.
- 13.3 Any/all payments would be released based on the availability of the SLA reports, along with the demand raised.
- 13.4 All payments shall be released directly by Vigyan Prasar to the Bidder except as otherwise provided in the tender.
- 13.5 All payments by Vigyan Prasar will be effected in Indian Rupees, subject to any deductions from the contract price as per contract.
- 13.6 All the payments mentioned above shall be made released on the certification of the satisfactory services provided by the bidder.

- 13.7 All Bank Guarantees shall be by scheduled commercial Banks in India and shall be irrevocable and enforceable in India.
- 13.8 Vigyan Prasar will have the absolute right to encash Bank Guarantees (reference 8.5), if sufficiently convinced of negligence and lack of dedication to work on the part of the Bidder.
- 13.9 No claim on account of any price variation/escalation shall be entertained.

14. APPLICATION SUBMISSION

The application may be submitted in a **sealed cover** addressed to **Registrar, VigyanPrasar, NCMRWF Campus, A-50, Institutional area, Sector 62, NOIDA 201309** with the envelope marked **“Redesign & Development of DST Website”, and Tender Invite No. VP/1920/DST Comm. Project/Web Development/2019.** Unsealed and unmarked covers would be rejected. Last date of the submission is 14 July 2020.

Annexure - I

Profile of the Bidder

Sl.No.	Particulars	
1.	Name of the Bidder	
2.	Date of Registration/ Incorporation <i>(copy of incorporation/ firm registration certificate to besubmitted)</i>	
3.	NIC/MSME Registration Number <i>(copy of the certificate to besubmitted)</i>	
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 <i>(Proprietorship Firm/ Partnership Firm/Private Limited/Society/ (attach documentary evidence)</i>	
6.	PAN Number <i>(copy to be enclosed)</i>	
7.	Name/s of authorized Executive/s <i>(Along with email/phone/fax numbers)</i>	
8.	GST Tax Registration No. <i>(copy to be enclosed)</i>	
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: DD/PO/Online transaction evidence as Tender Fee & Bid Security, and relevant certificate details must be attached to support each of the above Responses.

Annexure II

Financial Bid

Date:

To
VigyanPrasar,
A – 50, Institutional Area, Sector – 62,
Noida – 201309

Sub: Notice Inviting Quotations for DST WEBSITE REDESIGN, DEVELOPMENT & MAINTENANCE

Ref: VP/1920/ DST Comm. Project/Web Development/2019

Sir,

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

Sl. No.	Description	Price (Rs.)
1	Work for Redesign and Development of New Website, Maintenance of current website till new website in line. Comprehensive Maintenance Contract of DST Website for 2 years Website Security Audit, SSL, STQC Certification & Any other security requirement (One time)/GoI guidelines at time of bid.	
	<i>Applicable taxes</i>	
Total		
Rupees in Words:		

2. Quoted rates valid for 90 days from the date of opening of the bid.
3. I/We accept all the terms and conditions of your Bidding document referred to above.
4. 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

Annexure III

The declaration that the bidder has not been blacklisted

(To be submitted on the Letterhead of the vendor)

To
The Registrar,
VigyanPrasar,
A-50 Institutional Area,
Sector-62, Noida (UP) 201 309

Dear Madam/Sir,

Subject: DST WEBSITE REDESIGN, DEVELOPMENT & 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:
Place:

Signature of Authorized Signatory
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

Note: Any changes in the Designations/Contact Persons, VigyanPrasar need to be informed immediately.

Date:
Place:

Signature of Authorized Signatory
Name of the Authorized Signatory
Designation
Name 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

Annexure VI

HR Undertaking

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

Dear Sir/Madam,

Sub: Reg. Bid for DST WEBSITE REDESIGN, DEVELOPMENT & ANNUAL MAINTENANCE

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 are having 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,

Date:

Place:

Signature of Authorized Signatory

Name of the Authorized Signatory

Designation

Name of the Organization

Organization Seal

Annexure VII

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

To
The Registrar,
Vigyan Prasar,
A-50 Institutional Area,
Sector-62, Noida (UP) 201 309

Dear Madam/Sir,

Ref: Vigyan Prasar 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, Vigyan Prasar has the right to reject the proposal and disqualify us from the process summarily.

We hereby acknowledge and confirm, having accepted Vigyan Prasar 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 Vigyan Prasar Website Maintenance services.

We also acknowledge the information that this response of our Company for RFP process of Vigyan Prasar 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 content 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,

(Signature of the Bidder)
Printed Name
Designation
Date:
Business Address:

Annexure VIII

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

To
The Registrar,
Vigyan Prasar,
A-50 Institutional Area,
Sector-62, Noida (UP) 201 309

Dear Madam/Sir,

Sub: DST WEBSITEREDESIGN, DEVELOPMENT & ANNUAL 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 **DST WEBSITE REDESIGN, DEVELOPMENT & ANNUAL 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,

Authorized Signatories
