

National Backward Classes Finance & Development Corporation
5th Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, New Delhi-110016
Tel.: (011) 45854400, 26511027/28 Fax : (011) 26850086
Visit us at : www.nbcfdc.gov.in E-mail : nbcfdc@del3.vsnl.net.in

Subject: Tender/Bid Document for Revamping Website of NBCFDC
(LIMITED TENDER)

No: NBCFDC/IT/Website/Tender/2018

Dated: 30.10.2018

1. ABOUT NBCFDC

National Backward Classes Finance & Development Corporation (NBCFDC) is a Govt. of India Undertaking under the aegis of Ministry of Social Justice and Empowerment. NBCFDC was incorporated under Section 25 of the Companies Act 1956 (now under Section 8 of Companies Act 2013) on 13th January 1992 as a Company not for profit with an objective to promote economic and developmental activities for the benefit of eligible Backward Classes and to assist the poorer section of these classes in skill development and self-employment ventures. NBCFDC provides financial assistance through State Channelizing Agencies (SCAs) nominated by the respective State Governments/UTs and Regional Rural Banks, Public Sector Banks. The Corporation also provides training for skill development through various Sector Skill Councils, who organize these programmes through their Training Partners located in different parts of the Country. The Corporation supports a wide range of income generating activities to assist the poorer section of these classes in skill development and self-employment ventures. Besides, awareness and CSR initiatives are made by NBCFDC through implementing partners and local bodies/institutions. The Corporation has a web based software "Loan & Employee Information Automation Project (LEAP)" used by NBCFDC and its Channel Partners. It contains Loan Management, HR and Grant Management systems.

2. TENDER/BID OBJECTIVE

NBCFDC invites techno commercial quotes from its **empanelled vendors** on single packet bid system for selection of vendor for revamping the existing website(bilingual) of NBCFDC on Content Management System(CMS) platform. The bid document is also available at NBCFDC website.

Bids may be submitted in sealed cover on or before **26.11.2018(12:00 Noon)** by hand or by post to:

GM (Planning)

National Backward Classes Finance and Development Corporation
5th Floor, NCUI Building, 3, Siri Institutional Area, August Kranti
Marg, New Delhi-110016

3. IMPORTANT DATES

S.N.	Activity	Time Line
1	Date of Issue of Tender/Bid	30.10.2018
2	Last date for receipt of queries, if any	09.11.2018 (18:00 Hrs.)
2	Issue of clarifications/corrigendum by NBCFDC	16.11.2018 (18:00 Hrs.)
3	Last Date & Time for Receipt of Bids	26.11.2018 (12:00 Hrs.)
4	Date and Time of Opening of Technical Bids	26.11.2018 (14:00 Hrs.)

- a. For further announcement(s), please visit NBCFDC website i.e. www.nbcfdc.gov.in
- b. Clarification(s) if any, shall be made by vendor through e-mail at nbcfdc@del3.vsnl.net.in
- c. Date & Time of financial bid opening will be communicated on NBCFDC website.

4. SCOPE OF WORK

4.1 BROAD SCOPE OF WORK

- i) Study, Requirement identification and Analysis, Design/Redesign, Revamping & Migration of existing data, Development, Testing, Implementation, Hosting of website, Training and Maintenance of the new CMS base bilingual (English & Hindi) Web Portal of NBCFDC in compliance with the 'Guidelines for Indian Government web Portals (GIGW)
- ii) The vendor would also update the website to make it IT Security Audit compliant as per requirements of CERT-In Empanelled auditor(s) appointed by NBCFDC.
- iii) Activity Includes the Removal, Fixation of Bugs and vulnerability on the existing website as per the last Security Audit & Forthcoming Security Audit Assessment of Addition of Functionalities including new developed CMS base modules.

4.2 REQUIRED FEATURES OF WEB PORTAL/CMS:

- i) The new web Portal will be CMS (Content Management System) that allows for all areas of the site (webpages, images, blogs, forms, etc.) to be easily updated. That CMS Enabled with one super Admin control. This should be able to create multiple sub-admin control users who can manage the contents of respective divisions/sections.
- ii) The Design of the web Portal pages, the overall look of the home page, the use of smart-icons for highly user-friendly information dissemination and other creative aspects will be subject to the requirements of NBCFDC and the developer team shall cater to the needs put up by NBCFDC.
- iii) The Design of Web portal will include Detailed Requirement gathering and analysis, Study and analysis of existing /similar web Portal/ CMS and include best practices in draft design, to submit detailed Report covering requirement & functional aspects. The selected agency shall also be required to undertake the following tasks: coordination and collection of required content from the concerned stakeholder, information integration and consolidation of data and information, Approval of prototype (design interface) developed by vendor

should be taken from the stakeholder, Preparation of Content Structure/ information Architecture for the web portal/CMS, Approval on the content gathered by the client department & Client Sign-off for Design finalization.

- iv) The website must provide consistent orientation and navigational aids, such as hierarchical menus that tell users how deep they are into a topic or subtopic as well as a homepage link or icon on each page in the same position.
- v) Bilingual Content Display.
- vi) Include e-mail response, surveys, feedback, online forms, and access to various calendar of events. The designer must incorporate the ability for users to complete interactive online forms for such tasks as membership, feedback, requests etc.
- vii) The CMS must include the ability to alter title tags, meta descriptions, alt tags, and headers. The site must be built to be easily crawled by search engines.
- viii) The site should include the ability for web content to be shared to social media networks. The organization's social media networks must be linked to the website to allow for easy "follows."
- ix) The website must include contact forms. When a visitor fills out the form, the message must be sent to the concerned member.
- x) The website must include a robust, built-in news/blog platform. This must enable users to create, edit and publish news articles and/or blogs to the website.
- xi) The vendor must provide one email template that is consistent with website design.
- xii) Analytics tracking must be integrated on the site to allow for website visitor tracking, page tracking, etc.
- xiii) A number of static forms will be available for printing. Website must have links or embedded plug-ins for opening and viewing these documents.
- xiv) The website must be responsive, so that it seamlessly adjust to fit desktops, laptops, tablets and smartphones.
- xv) The website must be built using HTML (Hypertext Markup Language) and CSS (Cascading Style Sheets). The website must compliant with Mac and PC, as well as with the latest two versions of Internet Explorer, Mozilla Firefox, Chrome and Safari.
- xvi) Website Should be Mobile Responsive too.
- xvii) The Vendor must also cater for the following in the proposal: Calendar of Events – For displaying information relating to Exhibitions & Online Event Registration facility.
- xviii) Back end performance optimization like DB structure, query optimization to be done to enhance user experience in terms of fast load times.
- xix) The solution shall have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc. Session expiry provision is also to be made available.
- xx) No of Visitors Counters with Regular Analytics Reports.
- xxi) **Complete Backups** – NBCFDC website will be backed up and saved to contractors local server as a softcopy and will be provided to NBCFDC for emergency backup and internal auditing purpose as and when required. Further, a backup of website on quarterly basis be also provided to NBCFDC.
- xxii) **Warranty** : Provide Warranty Support for 12 months after hosting on Indian Server on completion of revamping. The warranty will start from the date of hosting after approval by NBCFDC.

4.3 BASIC FUNCTIONALITY REQUIRMENT: (A Full Fledged & Revamped CMS Website/Web portal For NBCFDC)

- i) Study, Requirement identification and Analysis, Redesign, Revamping, Development, Testing, Implementation, Training and Maintenance of the new CMS base bilingual (English & Hindi) Web Portal of NBCFDC in compliance with the 'Guidelines for Indian Government web Portals (GIGW)' and security audit by CERT-In empaneled agency. Open Web Application Security Project (OWASP) guidelines may also be followed.
- ii) Website would have main menus viz. Home page, About Us, Services offered, Portfolio, News Flash, Circular Publish, Video Gallery, Photo Gallery, Careers, Tender, External Links Contacts etc. (Number of menus will be as Standard as any of Gov. Of India/PSU's CMS based Website/Web portal.
- iii) There shall be provision to add more menus in future based on requirement.
- iv) The main menus of the website will also have subpages.
- v) Logo Designing, Graphics, Photo- Video editing, Layout Design, & Content writing will be the part of Vendor, Information & Content related verification will be done by the corporation.

4.4 ADDITION OF FUNCTIONAL SPECIFICATION/REQUIRMENT OTHER THEN REVAMPED CMS WEBSITE

i.	<p>Facility To Update Company Profile, Vision, Mission, Change of Directors, Executives, Organization profile etc.</p> <p>Facility to add/update/delete other information related to organization portfolio.</p> <p>Parameterized search facility & concerned reports as per requirement.</p>
ii.	<p>Facility to add/ update / Delete various schemes related data like :</p> <p>General , Micro , MFIs Landing Schemes, Performance Linked Grant In AID Scheme, Technology Upgradation of Cluster under NBCFDC Scheme etc.</p> <p>Facility to set Quantum, Pattern of Various Loan Scheme</p> <p>Facility to Set rate of interest & Define repayment Schedule</p> <p>Facility to set different eligibility Criteria.</p> <p>Facility to merged Loan Scheme Data with eligibility Criteria.</p> <p>Dynamic Rate of Interest Display</p> <p>Various Facilities of STDP Scheme</p> <p>Parameterized search facility & concerned reports as per requirement.</p>
iii.	<p>Facility to add/ update / Delete various activities which can be financed like</p> <ul style="list-style-type: none"> o Agriculture & Allied Activities o Small Business/Artisan & Traditional Occupation o Transport Sector & Service Sector o Technical and Professional Trades/Education loan for professional Courses o Etc. <p>Parameterized search facility & concerned reports as per requirement.</p>

iv.	<p>Online Loan Application processing , (Personal, demographic details, Scheme information under which loan availed)</p> <p>Parameterized search facility of Online Application.</p> <p>Facility to forward application via email and SMS acknowledgement to the applicant.</p> <p>Online Application Tracking & Status Update.</p> <p>Parameterized search facility & concerned reports as per requirement.</p>
v.	<p>Facility of Institute Linkage for various Programs.</p> <p>Parameterized search facility & concerned reports as per requirement.</p>
vi.	<p>Facility against Submission of Skill Development Training proposal</p> <ul style="list-style-type: none"> • Financial Year wise • Trade wise • Location wise • Financial Aid Wise • Etc. <p>Parameterized search facility & concerned reports as per requirement.</p>
vii.	<p>Facility to update SDTP Institutes data.</p> <p>Parameterized search facility & concerned reports as per requirement.</p>
viii.	<p>Facility Regarding Marketing Linkages</p> <p>Parameterized search facility & concerned reports as per requirement.</p>
ix.	<p>Facility for state channelizing agencies</p> <ul style="list-style-type: none"> • Financial year Wise • Location Wise • Etc. <p>Parameterized search facility & concerned reports as per requirement.</p>
x.	<p>Facility for Banks</p> <ul style="list-style-type: none"> • Financial year Wise • Location Wise • Etc. <p>Parameterized search facility & concerned reports as per requirement.</p>
xi.	<p>Facility to Make donation to Corporation.</p> <p>Various General Report w.r.t Failure, Success & Overall Status of Transaction.</p> <p>Parameterized search facility & concerned reports as per requirement.</p>
xii.	<p>Facility for Monitoring & Evaluation</p> <ul style="list-style-type: none"> • Facility to Show Outcome of Various Evaluation Studies • Financial Year Wise. • Target Wise • Achievement Wise <p>Parameterized search facility & concerned reports as per requirement.</p>
xiii.	<p>Facility to various Standard Formats</p> <ul style="list-style-type: none"> ○ AAP ○ Drawl ○ Utilization ○ Etc. <p>Parameterized search facility & concerned reports as per requirement.</p>
xiv.	<p>Achievements Update Facility</p> <ul style="list-style-type: none"> • State wise/UT wise Disbursement • No. of Beneficiaries assisted • Skill Development Training • State wise Cumulative Utilization And Recovery

	<ul style="list-style-type: none"> • Achievements against MOU Targets • Financial Year Wise • Cumulative <p>Parameterized search facility & concerned reports as per requirement.</p>
xv.	<p>Annual Reports Facility</p> <ul style="list-style-type: none"> • Financial Year Wise <p>Parameterized search facility & concerned reports as per requirement.</p>
xvi.	<ul style="list-style-type: none"> • Facility regarding Publications • Facility regarding Success Stories • Parameterized search facility & concerned reports as per requirement.
xvii.	<p>Various Facility Regarding :</p> <ul style="list-style-type: none"> • Code of Business Conduct Ethics • CSR Activities • Memorandum of Association and Articles of Association • Policies • Artisan Product <p>Parameterized search facility & concerned reports as per requirement.</p>
xviii.	<p>Facility Regarding Beneficiary MIS</p> <p>Parameterized search facility & concerned reports as per requirement.</p>
xix.	<p>Standard Facility regarding Careers Section.</p> <ul style="list-style-type: none"> • Job Listing • Job Description along with Eligibility criteria • Apply Button to apply against various vacancies. • E-forms/Forms for online/offline submission of application. • Facility for Sorting of Job Listing and Searching. • Facility Regarding Result Declaration • Etc. <p>Provision to integrate HRMS. Provision to integrate with 3rd Party Examination Vendor. Parameterized search facility & concerned reports as per requirement</p>
xx.	<p>Standard Facility regarding Tender Section. Provision to Integrate e Tendering Module Parameterized search facility & concerned reports as per requirement</p>
xxi.	<p>Integration with LEAP Application to Display Data to Dashboard & Generation of Various Reports. Parameterized search facility & concerned reports as per requirement</p>
xxii.	<p>Dashboard for Various Reports & Content. Parameterized search facility & concerned reports as per requirement</p>
xxiii.	<p>Facility Regarding Awareness programs. Parameterized search facility & concerned reports as per requirement</p>
xxiv.	<p>Facility Exhibition. Parameterized search facility & concerned reports as per requirement</p>
xxv.	<p>Facility Regarding Conference & Meetings Parameterized search facility & concerned reports as per requirement</p>
xxvi.	<p>Complete Job Portal</p> <ul style="list-style-type: none"> • Login Provision to Various Stakeholders like Admin, Employer, Institutes • Provision for Institute/ Training Partner/ Councils Registration • Provision for Employer Registration • VO Registration, List & Reports • One Stop Admin Dashboard Preview of Trainees, Institutes, Employer, Loan application, Vo registration • Institute Dashboard • Employer Dashboard

	<ul style="list-style-type: none"> • Provision to fill/Update Trainee Data by Institutes • Provision to fill/Update Trainee Data by Employer • Import, Export Provision for Trainees Data via Excel , CSV • Facility to Upload & Downloads Various Format & reports • Etc. <p>Parameterized search facility & concerned reports as per requirement</p>
xxvii.	<p>Facility related to Photo Gallery Picture Archive Facility Parameterized search facility & concerned reports as per requirement</p>
xxviii.	<p>Facility related to Video Gallery Video Archive Facility Parameterized search facility & concerned reports as per requirement</p>
xxix.	<p>Complete RTI Module Parameterized search facility & concerned reports as per requirement</p>
xxx.	<p>Public Grievance / Feedback Module Provision of Grievance Tracking & grievance redressal mechanism. SMS/ Email update to User Parameterized search facility & concerned reports as per requirement</p>
xxxii.	<p>Online Training Application Facility (Personal, demographic details, Scheme, Trade, etc. information under which Training availed) Parameterized search facility of Online Application. Facility to forward application via email and SMS acknowledgement to the applicant. Search Online Application Tracking & Status Update. Parameterized search facility & concerned reports as per requirement.</p>
xxxiii.	<p>Some Custom Modules & Facility Related to Various Activities held/organize at Corporation level like :</p> <ul style="list-style-type: none"> • Health Camps • Trade Fairs • Swachhta Pakhwada Camps • Loan Camps • Training Camps • Any Other Camps • Etc. <p>Parameterized search facility & concerned reports as per requirement.</p>
xxxiiii.	<p>Custom Facility for Notice/Circular Section Parameterized search facility & concerned reports as per requirement.</p>
xxxiv.	<p>Migration of existing data (in case redesign leads to change in DB structure)</p>
xxxv.	<p>Management Information System A wide range of MIS reports can be generated from the system. The number of reports and the format for each report can be finalized in consultation with NBCFDC during the detailed system analysis for customization, to be conducted at NBCFDC. Based on this exercise the final list of reports can be decided.</p>
xxxvi.	<p>Print Provision of Various Reports of above mentioned modules in Prescribe Format as per the corporation need.</p>

Note: The above compliance sheets (Technical/Functional) are covering indicative activities of development, however, complete requirements/activities will be finalized during final study under Software Requirement Specification (SRS).

4.5 SECURITY AUDIT REQUIRMENTS & SSL CERTIFICATION

- i) Activity Includes the Removal, Fixation of Bugs and vulnerability on the **existing website** as per the last Security Audit & **Forthcoming Security Audit Assessment** of Addition of Functionalities including new developed CMS base Website/Web-portal & modules.
- ii) Standard SSL certificate will be provided and integrated by vendor.

4.6 INTEGRATION REQUIRMENTS

- i) Integration with the Existing Job Portal.
- ii) Integration with the Payment gateway.
- iii) Integration with the Tender & Provision to integrate E tendering Module.
- iv) Integration with the LEAP Application.
- v) Integration with the Careers Section.
- vi) Dashboard Integration
- vii) SME Gateway, Email
- viii) MIS Integration
- ix) Integration with Facebook, Twitter etc.

4.7 DATA ENTRY (Import Export of DATA)

- i) Link/Merge existing website to the newly designed CMS portal.
- ii) Complete Data transfer & Validation will done by the vendor.

4.8 CMS DEVELOPMENT TOOL

Drupal (Version 8 or above)

4.9 TRAINING:

- i) Since the web portal will be CMS based, the vendor will have to recognize and provide for the training requirements of staff on-site. Number of training days will be conveyed to the vendor after the finalization of SRS.
- ii) All necessary infrastructures for conducting the training will be provided by NBCFDC.

4.10 SUPPORT:

- i) Any Support related to NIC Hosting or other, Security Audit Assessment, Bugs & vulnerability Removal, SSL Integration, GIGW Compliance or Any other Gov. Compliance will be provided by the Vendor.
- ii) Provide Support for User Acceptance Testing
- iii) Initial User Configuration of the implemented solution

4.11 USER MANUALS:

Detailed User Manuals will be provided by the Vendor

4.12 HOSTING SERVER REQUIRMENT- DEDICATED

The vendor would arrange to host the existing/revamped Website of NBCFDC and LEAP software having following features, after taking consent of NBCFDC regarding hosting site :-

A) Hosting Server Configuration Requirement:

- Linux Operating System
- 1/2 TB Bandwidth
- 4 Core CPU
- 6 GB RAM
- Complete Root Access
- Integrated cPanel

- 50 GB RAID HDD
- 1 IP (Dedicated)
- Indian Server

B) Features of Server Space & Hosting Support Requirement:

- Dedicated & Fully Managed Linux Virtual Hosting (Indian Server)
- Server Hosting Support for LEAP Software, CMS Web portal/ Website & Job Portal Application & Support for next 12 months.
- Indian Server for Data Security.
- Tier II/III data centers ensuring 99.95% uptime
- Dedicated account manager.
- Free multi-lingual 9:30 AM to 6:00 PM technical Manpower support with a pre request time of 1 working day.
- 24*7 Phone, Email, Chat Support to corporation.
- Log Tracking & Deletion on Regular basis.
- On demand Server Configuration/ Software Installation to host any Software /Application on Server.
- Secured in all respect
- Regular Backups of Hosted Application/ Software.

C) List of Software/Application to Host:

1. LEAP Software - JAVA with My SQL 5.6
2. CMS Website/Web-portal - Drupal CMS (PHP with My SQL Ver.5 or Above)
3. Job Portal - PHP 7 with MY SQL

D) Required Pre-installed Software's on Server:

- PHP
- Java 8
- MySql 5.6

4.13 PROJECT TIMELINE

The project timeline for design/development is 3 months and a total of 6 months from start of project for development, making it security audit compliant and its hosting after approval by NBCFDC. The project will deem to start after acceptance of Letter of Intent. However, the training support and maintenance support must continue for the next six months from the hosting on web Portal online.

4.14 TECHNICAL MANPOWER SUPPORT:

- i) It is desirable that dedicated team of minimum 3 Technical person to be assigned for this project so that project be completed within stipulated time.
- ii) 'CV' of Team Leader for this project should be enclosed indicating his/her experience particularly in the area of website design, development, hosting and IT Security Audit Complaint. The Team Leader should have minimum five years experience.
- iii) The team must also be ready to come on-site at the office of NBCFDC for integrating various inputs and data from the NBCFDC officials when the development is underway. However, the vendors may choose to distribute/allocate the resources as per their convenience, subject to the condition that timelines and quality of this project do not suffer.

4.15 DELIVERABLES

- i) Implement fully tested and functional website as per the scope & specifications mentioned in this tender.
- ii) Functional Requirement document
- iii) User Manual
- iv) Design Documents
- v) Deployment Manual
- vi) Load Testing Report
- vii) Fully functional and latest version of the 'Source Code' of the Web portal
- viii) Hosting of Website

5. ELIGIBILITY CRITERIA/DOCUMENTS TO BE SUBMITTED:

- i) Only those vendors who are already empanelled for software development or website maintaining with NBCFDC are eligible to bid for this tender.
- ii) Should have developed & hosted website(s) during the last 3 years in the Government Sector, Public Sector and or reputed Private Sector Enterprises
- iii) An authorization letter from the bidder must be enclosed with the bid certifying that the person who signed the bid is an authorized person to sign on behalf of the bidder.
- iv) Also eligible as per other terms & conditions of tender
- v) Tender fees as prescribed at per para 6 below.
- vi) EMD as defined at para 7 below.

Note : Non-submission of documents as prescribed above is liable in categorization of the bid as non-responsive.

6. TENDER FEES

A demand draft of Rs. 2000/- (Rupees Two Thousand only) from any commercial bank drawn in favor of "**National Backward Classes Finance and Development Corporation**" payable at New Delhi shall be submitted along with the bid and it is non-refundable.

The bidders registered with NSIC, are exempt for payment of tender fee, if they produce a valid certificate.

7. EARNEST MONEY DEPOSIT (EMD)

- i) Subject to compliance of response submission process, the intending bidders should pay along with bids EMD of Rs. 25,000/- (Rupees Twenty Five Thousand Only). The EMD shall be paid by Demand Draft from any commercial bank in favour of "**National Backward Classes Finance and Development Corporation**" payable at New Delhi. The EMD will not carry any interest.
- ii) The bidders registered with NSIC, are exempt for payment of EMD, if they produce a valid certificate.

- iii) The EMD submitted by the bidder will be forfeited if :
- a. The bidder withdraws or amends its tender or derogates from the tender in any respect within the period of validity of its tender. Further, if successful tenderer fails to complete the job satisfactory, EMD will be forfeited
 - b. The bidder withdraws his bid after processing but before acceptance of award of contract issued by NBCFDC
 - c. The bidder violates any of the provisions of the terms and conditions of the tender specifications
 - d. Final decision on EMD forfeiture will rest with the Competent Authority of NBCFDC
- iv) The EMD will be refunded to:
- a. The successful bidder, after three(3) months after acceptance of LoI/Job Order.
 - b. The unsuccessful bidders, only after acceptance of award of contract by the selected bidder or in case of cancellation of Tender.
 - c. The EMD will be refunded without any interest under all conditions.
- v) **Offers received without EMD will be summarily rejected**

8. PERFORMANCE BANK GUARANTEE

- a) The successful bidder will require to submit a Performance Bank Guarantee as per format at **Annexure E** issued by any scheduled commercial bank for 10% of the contract value (excluding of applicable taxes) valid for period of 14 months starting from date of acceptance of LoI.
- b) The Bank Guarantee may be invoked by NBCFDC in case of failure of vendor to adhere to the terms & conditions of the contract.
- c) In case of delays in execution of project, NBCFDC may seek extension of the Performance Bank Guarantee for commensurate period which will require to be acceded to by the vendor.

9. INSTRUCTION TO BIDDERS

i) Location for Supply of Product, Services etc.

Delivery, installation of application should be at National Backward Classes Finance and Development Corporation (NBCFDC), 5th Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, New Delhi-110016, at the risk and cost of successful bidder. (URL : www.nbcfdc.gov.in). The hosting of website would be done by the vendor as per instruction of NBCFDC.

ii) Submission of Bid

The Bid shall be submitted in the following manner:-

- a) An envelope shall contain a covering letter along with demand draft of Rs.2000/- (Rupees Two Thousand only) as the tender fee (non refundable).

Without the tender fee the documents shall not be considered for bidding (if applicable or proof of exemption from payment of Tender Fee has to be given).

- b) This envelope shall contain the EMD in the form of demand draft of Rs.25,000/- (if applicable or proof of exemption from payment of EMD has to be given).
- c) The sealed envelope shall contain techno commercials bids alongwith relevant documents required in the tender/bid document.
- d) All pages of bid document as downloaded in PDF format should be signed as token of acceptance of all the terms & conditions in the tender document.

iii) Non Transferable Bid

Neither the contract nor any rights granted under the contract may be sold, leased / sublet, assigned, or otherwise transferred, in whole or in part, by the bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of NBCFDC.

iv) Offer validity Period

Offer/Quote would remain valid for a period of 120 days from the date of opening of the Financial Bid.

v) Clarifications on Bid

The clarification if any, to all queries received from the bidders on e-mail id(s) at nbcfdc@del3.vsnl.net.in, will be posted on the Corporation website www.nbcfdc.gov.in.

vi) Completeness of Bid Offer

The bidder is expected to examine all instructions, forms, terms & conditions and specifications in the tender document. Failure to furnish all information required in document or submission of offer not substantially responsive in every respect to the tender document will be at the bidder's risk and may result in the rejection of bid offer. The bid offer is liable to be rejected outright without any intimation to the bidder if complete information as called in the tender document is not given therein, or if particulars asked for in the Forms / Performa in the tender are not fully furnished. Single Packet bid comprising of two separate envelopes for Technical and Financial bids shall be given by the bidder.

vii) Technical Offer

- a) The technical offer shall be submitted in a separate envelope in a **single packet** as per Annexure-A which contains Tender Fees & EMD or Exemption Letter & Proof.

- b) Compliance sheet for eligibility criteria as per Annexure-C format
- c) NBCFDC reserves the right to place order at the higher specifications offered by the bidder.
- d) Annexure-D-List of employees and CV of Team Leader

viii) (Financial Offer)

- a) Financial Offer should be submitted in a separate envelope as per Annexure-B in the **single packet**, which will be opened for only technically qualified bidder.
- b) It should give all relevant price information and should not contradict the technical offer in any manner
- c) The prices quoted in the financial bid should be without any conditions
- d) The price schedule must be filled in completely, without any error, erasures or alterations
- e) Bidder should quote as per the format specified in Annexure B, with charges for product / services, tax amount and total cost. However charges quoted for product / services (excluding taxes) etc. will only be considered for bidder selection. Other than applicable taxes at the time of billing, no additional / hidden charges for supply, installation, commissioning, transportation, forwarding, insurance, warranty etc. will be permitted.
- f) All prices to be quoted in Indian Rupees only
- g) Price quotation accompanied by vague and conditional expression such as "subject to immediate acceptance", "subject to confirmation before sales etc." will be treated as being at variance and shall be liable for rejection
- h) It is the responsibility of the bidder to clearly identify all costs associated with any item or series of items in this bid. The bidder must include and complete all parts of the financial proposal in a clear and accurate manner. Omissions, errors, misrepresentations. or inadequate details in the bidder's financial proposal will be considered as valid ground for rejection of the bidder's proposal.
- i) Bidder shall indicate separately the cost of additional components / services of optional nature. However the charges for optional / additional services will not be considered for total price computation and selection of bidder.
- j) The financial offer should include incidental charges and initial customization charges, if any.

k) **The bidder should submit an undertaking that there are no deviations to the specifications mentioned in the tender document either with the technical or financial bids submitted**

ix) **Authorized Signatory**

The selected bidder shall indicate the authorized signatories who can discuss, correspond and negotiate with NBCFDC, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract, authorizing an official or officials of the bidder or a Power of Attorney copy, to discuss, sign agreements / contracts with NBCFDC. The bidder shall furnish proof of signature identification for above purposes as required by NBCFDC

x) **Address for Communication**

GM (Planning)
National Backward Classes Finance and Development Corporation,
5th Floor, NCUI Building, Siri Institutional Area,
August Kranti Marg, New Delhi-110016
Telephone No. +91-11-26511027/ 26511028
Email : nbcfdc@del3.vsnl.net.in

xi) **Only one Submission Permitted**

Only one submission of response to bid by each bidder will be permitted. All submission, will become the property of NBCFDC. Recipients shall be deemed to license, grant all rights to NBCFDC to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting process, notwithstanding any copyright that may subsist in the submission.

xii) **Submission of Bid Offer**

i) The sealed bid should be submitted with superscription

“BID NO: NBCFDC/IT/Website/Bid/2018 Dated 30th October 2018”

“Due on 26th November, 2018 at 12:00 Noon “ and submit to:

GM (Planning)

National Backward Classes Finance and Development Corporation

5th Floor, NCUI Building, 3, Siri Institutional Area,

August Kranti Marg, New Delhi-110016

ii) Sealed offers shall be received by the GM (Planning), NBCFDC, New Delhi, at the address specified above not later than the time and date specified in the invitation of bid offer. In the event of the specified date for the submission of bid offers being declared a holiday, the offers will be received up to the appointed time on the next working day.

iii) Bid offer submitted without Tender Fee & EMD (except eligible for exemption), sent by fax or e-mail will not be considered for evaluation.

iv) **No bid offer received late will be considered.**

xiii) Opening of bid Offer

- i) Bid offers received within the prescribed closing date and time will be opened in the presence of bidder's authorized representatives who choose to attend the opening of the bid on the specified date and time as mentioned in the tender document. The opening of received bid will be held at NBCFDC, 5th Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, New Delhi-110016
- ii) The bidder's authorized representatives present shall sign a register of attendance. A copy of the authorization letter should be brought for verification.
- iii) As this is a single packet bid, the technical and financial bids will be opened and availability of various documents & price bid announced to all representative present.

xiv) Preliminary Scrutiny

- i) NBCFDC will determine the responsiveness of each offer to the bid document. For the purpose of this clause, a responsive bid is one which confirms to all the terms and conditions of the tender document without any material deviations. The material deviations are defined as non production of evidence of eligibility under the stipulated criterion as given above and acceptance to the technical specifications in above terms & conditions mentioned in the bid document. NBCFDC's determination of an offer's responsiveness shall be based on the contents of the bid offer itself without recourse to extrinsic evidence
- ii) Bid offer determined as not responsive will be rejected by NBCFDC
- iii) NBCFDC reserves the rights to allow any bidder to clarify/furnish further documentation, which does not alter the bid.

xv) Evaluation of Bids

- a) The response of those bidders who qualify the preliminary scrutiny will be evaluated for their responsiveness as mentioned above.
- b) When deemed necessary, NBCFDC may seek clarifications on any aspect of their bid from the bidder. To speed up the response process, NBCFDC at its discretion may ask for such clarifications to be submitted by means of facsimile/scanned copy through email by the bidder. In such cases, original copy of the document describing the technical clarification must be sent to

NBCFDC by means of courier / in person. However, that would not entitle the bidder to change or cause any change in the substance of the bid submitted. This would also not mean that their proposal quote has been accepted.

- c) The Committee may invite the bidders for making presentation/ demonstration/discussion. Calling for presentation/ demonstration/ discussion does not imply that the bid is accepted
- d) The responsive bid quoting the minimum price will be treated as L1.
- e) If needed, may be called for negotiation by a nominated committee of NBCFDC.
- f) NBCFDC may exercise its discretion to award work or part of work to one or more bidders at its discretion.
- g) Treatment of discrepancies
 - i) where there is a discrepancy between amounts in figures and in words, the amount in words will govern;
 - ii) where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern;
 - iii) If a Bidder refuses to accept the correction, his Bid will be rejected.
- h) The evaluation, negotiation and award of work will be based on the total quote excluding taxes (base rate only) indicated in the financial bid.

xvi) Corrupt and Fraudulent Practices

NBCFDC will reject a proposal for award if it determines that bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. The bidder is liable to be blacklisted in such an event

xvii) Letter of Award and Contract Agreement

- a) NBCFDC will issue a Letter of Award(LoA) to the successful bidder in duplicate mentioning in brief rates, terms & conditions. The acceptance and return of one copy of the LoA duly signed as token of acceptance will be construed as entry into the contract by both parties.
- b) The contract agreement will be signed within one month of issue of LoA after submission of the Performance Bank Guarantee as failing which NBCFDC reserves the right to take appropriate decision.

xviii) Schedule

The project is to be completed within two months in every respect which will start w.e.f. the date of acceptance of LoA.

xix) Payment Terms

- Applicable taxes shall be deducted on all the payments made to the successful bidder on the rates as specified by appropriate authority after issue of the contract.
- Payment of taxes and other applicable Government levies will be made according to the rules and regulations as existing on the date of the payment
- 10% advance payment against contract value after submission of Performance Bank Guarantee and sign of agreement by both parties.
- 90% on successful completion of project as per terms of the agreement and submission of bill.

Liquidated Damages

For each week delay due to fault of vendor beyond the schedule, liquidated damages equal to 0.5% of project cost will be levied for every week subject to maximum of 10% of project cost.

xx) Assignment

Neither the contract nor any rights granted under the contract may be sold, leased / sublet, assigned, or otherwise transferred, in whole or in part, by the bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of NBCFDC.

xxi) Subcontracting

The bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the bidder under the contract without the prior written consent of NBCFDC

xxii) Arbitration

NBCFDC and selected Bidder will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute will arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the special conditions, such dispute will be referred to arbitrator, to be appointed by MD, NBCFDC, New Delhi and the award of the arbitration, as the case may be, will be final and binding on both the parties. Such arbitration will be governed in all respect by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or re-enactment, thereof. The

arbitration proceedings will be held in New Delhi only, wherein appropriate Appellate Authority shall also be the Hon'ble High Court of Delhi at New Delhi

xxiii) Applicable Law and Jurisdiction of Court

The contract with the selected bidder shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other Courts)

xxiv) No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Bidder / Service Providers and Council until execution of a contractual agreement

10. GENERAL TERMS AND CONDITIONS

- a) Bidders are advised to study the Tender/Bid Document carefully. Submission of the Bid shall be deemed to have been done after carefully studying and examination of all instructions, eligibility criterion, terms and requirement specifications contained in the tender/bid document with full understanding of its implications. Failure to furnish all information required in the Tender/Bid Document or submission of a bid not substantially responsive to the Tender/Bid Document in all respects will be at the bidder's risk and may result in the rejection of the bid.
- b) Bidders are requested to submit the bids in English language only.
- c) In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
- d) Bidders have the opportunity to get a clarification on bidding conditions and processing system beforehand i.e. before last date for submission of Tender/Bid Document.
- e) NBCFDC will not be responsible for any delay on the part of the bidder in obtaining the terms and conditions of the Tender/Bid Document notice or submission of the bids
- f) The offers submitted by telegram/ fax/ E-mail etc. shall not be considered. No correspondence will be entertained on this matter
- g) Any alteration / overwriting / cutting in the bid should be duly countersigned else it will be out rightly rejected
- h) Un-signed, un-stamped and without certificate for authorized person from bidder's, bid shall not be accepted.

- i) Conditional tenders shall not be accepted on any ground and shall be rejected straightway
- j) Ambiguous bids will be out rightly rejected
- k) If any clarification(s) is/are required, the same should be submitted to NBCFDC by **09.11.2018 (18:00 Hrs.)** through e-mail only.
- l) The bidders registered with NSIC as an SSI unit will be eligible for the exemptions and price provisions notified by MSME, Govt. of India, on submission of a valid registration certificate
- m) Techno-commercial Bid not accompanied by desired documents, the same would be rejected. Undertaking for subsequent submission of any of the above document will not be entertained. However, NBCFDC reserves the right to seek fresh set of documents or seek clarifications on the already submitted documents.
- n) No interest shall be payable for the Earnest Money Deposit.
- o) Discretion of power to waiver of part or whole of the liquidated damages based on merits of application from the vendor, will rest with Managing Director, NBCFDC and his decision will be binding on vendor.
- p) NBCFDC reserves the right to cancel this bid or modify the requirement without assigning any reasons. NBCFDC will not be under obligation to give clarifications for doing the aforementioned.
- q) NBCFDC also reserves the right to modify / relax any part of the tender/bid prior to the submission data and time. Any such changes will be published on the website as corrigendum and the participant bidders are suppose to take the corrigendum also into account prior to bid submission
- r) The decision of NBCFDC arrived during the various stages of the evaluation of the tender/bid is final & binding on all vendors. Any representation towards these shall not be entertained by NBCFDC.
- s) The contract will come into effect from the date of acceptance of LoA.
- t) In case the selected bidder is found in-breach of any condition of tender/bid or supply order, at any stage during the course of supply/installation/ commissioning or warranty period, the EMD/Performance Bank Guarantee shall be forfeited/invoked, besides debarring & Black listing the selected bidder concerned for at least 3 years, for further dealing with NBCFDC
- u) Any attempt by bidder to bring pressure towards NBCFDC 's decision making process, such bidders shall be disqualified for participation in the present

tender/bid and those bidders may be liable to be debarred from bidding for NBCFDC tenders in future for a period of three years

- v) Upon verification, evaluation / assessment, if in case any information furnished by the bidder is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained. Further, EMD/Performance Bank Guarantee shall also be forfeited/invoked.
- w) NBCFDC will not be responsible for any misinterpretation or wrong assumption by the bidder, while responding to this tender/bid.
- x) The bidder shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
- y) All disputes in this connection shall be settled in Delhi jurisdiction only
- z) NBCFDC, without assigning any further reason can reject any bid(s), in which any prescribed condition(s) is/are found incomplete in any respect.
- aa) NBCFDC has the right to terminate the contract, invoking the Performance Bank Guarantee, and black listing the agency, if the vendor abandons the work or fails to commence and complete the work in time, or fails to abide by the contract conditions. If delay is on NBCFDC's part, then extension of time will be granted to the bidder for satisfactory completion of the work.

11. ANNEXURES TO THE PROPOSAL

The bid comprises of following Schedules / Annexures

Annexure A	Technical Bid – General Compliance
Annexure B	Financial Bid
Annexure C	Compliance Sheet for Eligibility Criteria
Annexure D	Employee List
Annexure E	Performance Bank Guarantee Form

Annexure - A – Technical Bid-General Compliance (Compliance Sheet)

S.N.	Eligibility Criteria	Compliance (Yes / No)	Documents Attached at Page No of EOI
1	Organization Profile		
2	Project Portfolio		
3	The firm should be a registered 'Company' in India for over ten years. (Furnish Certificate of Incorporation)		
4	Should have minimum three years of experience in Website Development, Hosting & Maintenance, Software Design, Development and Technical support services. (Copy of work orders received during the past three years)		
5	Should have technical support office in Delhi NCR(furnish an undertaking for technical support office).		
6	Should have minimum 20 employees on its roll (atleast 10 software professional). The list of employees along with their qualification and experience shall be furnished as per the prescribed format in Annexure-D.		
7	Should have Income Tax PAN in its name. (Copy of Income Tax PAN)		
8	Should have Service Tax registration. (Copy of valid Service Tax Registration Certificate)		
9	Should have average annual turnover of INR 1.0 Cr. or above during last three(3) financial years 2015-16, 2016-17,2017-18 towards establishing which, copies of audited annual accounts be furnished. In case of balance sheet of FY 2017-18 being under audit, average turnover of the financial year which have been audited i.e. 2014-15, 2015-16 and 2016-17 will be considered. However, applicant will have to additionally submit provisional balance sheet & P&L A/c of FY 2017-18 or a CA certificate to establish that annual turnover of said year is also above Rs. 1.0 cr.		
10	A self-certificate that the firm has not been black listed by any department / organization of the Central / State Government.		

11	An authorization letter from the firm must be enclosed with the bid certifying that the person who signed the bid is an authorized person to sign on behalf of the bidder		
12	Tender Fee as per tender document or proof of exemption		
13	EMD as per tender document or proof of exemption		
14	All Annexures with relevant information furnished		

Annexure B – Financial Bid (Price Schedule)

Bid Reference:

Last date and time of submission of Bid:

GM (Planning)
National Backward Classes Finance and Development Corporation
5th Floor, NCUI Building, 3,
Siri Institutional Area,
August Kranti Marg, New Delhi-110016

SUBJECT: REQUEST FOR PROPOSAL DOCUMENT FOR PARTICIPATION
IN THE BID PROCESS FOR REVAMPING NBCFDC WEBSITE TO MAKE IT
CMS BASED AND GIGW COMPLIANT

We hereby offer to provide services at the prices and rates mentioned in the financial bid

We do hereby undertake that the prices are in conformity with the specifications prescribed. In the event of acceptance of our bid, the services shall be provided as stipulated in the work order and terms and conditions of the Bid.

We agree to abide by our offer for a period of 120 days from the date fixed for opening of the bid and what we shall remain bound by a communication within that time

We have carefully read and understood the terms and conditions of the Technical & Financial Bids and we do hereby undertake to provide the services as per these terms and conditions.

S.N.	Item Description	Basic Rate (Rs.)	Taxes as applicable (%)	Taxes as Amount (Rs.)	Total (Rs.)
1	Revamping of Existing Website to make it Structured Framework Content Management System (CMS) base and GIGW Compliant and also make it IT Security Audit compliant (as per audit certification requirement of CERT-IN empanelled agency) & integration of standard SSL certification along with 12 months warranty w.e.f. hosting after revamping (approved by NBCFDC)				
2	Webserver Space for Hosting existing/revamped NBCFDC website & LEAP Software for a period of one year and hosting of both (Indian Server), as per hosting server requirement given in the tender				
	Total				

- * Amount be stated in words & figures
- * Grand Total excluding taxes will be considered for price evaluation
- * Apart from applicable taxes, no other hidden / additional charges will be allowed.
- * The server should be secured in all respect and hosting of application(s) will be done after taking permission from NBCFDC. Further, cost of hiring server space be indicated on yearly basis. NBCFDC may ask the successful vendor to host the application(s) for one year period or less (minimum one quarter basis) and payment will be calculated on proportionate basis period.

Optional Services

The bidder shall indicate the charges for the services listed below. However, this will not be considered for price evaluation and bidder selection.

S.N.	Item Description	Basic Rate (Rs.)	Taxes as applicable (%)	Taxes as Amount (Rs.)	Total (Rs.)
1	Additional per GB (1 GB each) webserver space rate as per requirement, if any.				

Note : Amount be stated in words & figures.

Annexure C – Eligibility Criteria (Compliance Sheet)

(To be furnished along with the Technical Bid)

S.N.	Eligibility Criteria	Compliance (Yes/No)	Documents Attached at Page No. of Technical Bid
1	Only those vendors who are already Empanelled with NBCFDC are eligible to bid for this Bid		
2	<p>Should have experience in design/development of CMS based and duly following Guidelines for Indian Government Websites (GIGW) and have successfully developed/maintained website of atleast one of the Apex Corporations under Ministry of Social Justice & Empowerment/ State Channelizing Agencies(SCAs) of Apex Corporation(s) or in RRB(s)/PSB(s)/Reputed Private Sector Enterprises.</p> <p>The following documents shall be enclosed</p> <ul style="list-style-type: none"> • Copy of minimum three work orders / contract for development/maintenance of website • Certificate from the clients shall be enclosed 		
3	Should have experience in hosting atleast one website during last three years in Government Sector, Public Sector or reputed Private Sector Enterprises (enclose relevant order/proof)		
4	An authorization letter from the bidder must be enclosed with the bid certifying that the person who signed the bid is an authorized person to sign on behalf of the bidder		
5	Should have experience to develop/make websites which are IT Security Audit compliant through CERT-IN empanelled agency(ies). (enclose relevant order/proof)		

Annexure-D - List of Employees

S.N.	Name of Employee	Designation	Qualification	Experience (in Years & Months)

Note : The CV of Team Leader for this project should be enclosed indicating his/her experience particularly in the area of website design, development, hosting and IT Security Audit Complaint.

Annexure E – Performance Security Form

THIS IS BANK GUARANTEE

To:

(Name of Indenter)

WHEREAS (Name of Bidder) hereinafter called the “Bidder” has undertaken contract no.dated2018 to render services hereinafter called “the Contract”.

AND WHEREAS it has been stipulated by you in the said contract that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Bidder’s performance obligations in accordance with the contract.

AND WHEREAS we have agreed to give the Bidder a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of

(Amount of the guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the contract and without cavil or argument, any sum or sums within the limit of

.....as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of2019

Signature and Seal of Guarantors

Date:

Address: