



National Small Industries Corporation
(A Government of India Enterprise)

Facilitating the growth of Small Enterprises since 1955

RFP No. SIC/HO/NSSH/Website/09/2018-19 for Up-gradation and Maintenance of National SC-ST Hub Website

Tender Description:	Up-gradation and Maintenance of National SC-ST Hub Website
Tender Contact:	General Manager (NSSH)
Tender opening Date:	20.09.2018
Tender Closing Date:	05.10.2018 (14 hrs.)
Tender Documents:	SIC/HO/NSSH/Website/09/2018-19



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**Request for Proposal
For
Up-gradation & Maintenance of
NSSH Website**

RFP No. SIC/HO/NSSH/Website/09/2018-19
Date : 20.09.2018

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NOTICE INVITING TENDER

Subject: -Up-gradation & Maintenance of NSSH Website

Sealed quotations are invited in two bid systems (Technical & Financial offers in two separate sealed envelopes contained in one bigger envelope) for “**Up-gradation & Maintenance of NSSH Website**” as detailed below:

Eligibility Criteria	The Vendor should be Tier – II empanelled vendor of NICSI (under their tender no. NICSI/WEBSITE DEVELOPMENT/2015/42) as on the date of issuance of RFP.
Technical Offer	The details for submission of Technical offer is placed at Annexure-`A`
Commercial Offer	The details for submission of Commercial offer is placed at Annexure-`B`
Cost of RFP Documents	Free, downloadable from NSIC Website
Earnest Money Deposit along with RFP	Rs.1,00,000/- (Rupees One Lac only) or exempted as detailed available in “ Instructions to the Vendors ” at Page no. 4
Last date of submission of offer	5th October, 2018 up to 14:00 hours
Date of opening of Technical Offer	5th October, 2018 at 15:00 hours
Date of Technical Presentation	5th October, 2018 at 15:30 hours onwards
Date of opening of Financial Offer	To be intimated to bidders.
Address for Submission of Offers	General Manager (NSSH) National Small Industries Corporation Limited (A Government of India Enterprise) NSIC Bhawan, Okhla Industrial Estate Phase – III, New Delhi - 110 020, email scsthub@nsic.co.in
Contact Person for Queries	Dy. General Manager (NSSH) National Small Industries Corporation Limited NSIC Bhawan, Okhla Industrial Estate Phase – III New Delhi – 110020, Tel. 011-26911109, Email: udixit@nsic.co.in

INSTRUCTIONS TO THE VENDORS

1. RFP documents can be downloaded from our website: www.nsic.co.in **free of cost.**
2. The **Earnest Money Deposit of Rs. 1,00,000/- (Rupees One Lac only) byway of demand draft only drawn in favor of “The National Small Industries Corporation Ltd.” payable at New Delhi shall be submitted along with Technical Offer.**

EMD is exempted for the Micro and Small Enterprise bidders having valid registration under Udyog Aadhaar Memorandum/ Single Point Registration Scheme of NSIC / registered with Director of Industries from DIC for the Services for which this RFP is issued. Further exemption will also be provided as per the “Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012”

To support this, a **copy of valid certificate/ proof of registration must be enclosed along with the Technical offer for availing exemption.**

3. The Vendor must submit an undertaking on its letter head that they have not been blacklisted by any Government Department (Central/ State/ Autonomous/PSU) in India. Self-declaration is required as per Annexure C.
4. Proposal shall be duly, properly and exhaustively filled in. All pages of the proposal should be **signed with stamp by the Authorized Signatory of Vendor with company stamp on all the pages of this proposal.**
5. Any cutting/over writing etc. in the proposal must be signed by the person who is signing the proposal. The rates and units shall not be overwritten. **The financial figures in commercial offer shall always be both in figures and words. In case of any discrepancy in figures and words, the amount written in words shall be considered.**
6. The Vendor shall submit the copy of PAN and GSTN along with the Technical Offer of the proposal.
7. The proposal shall be placed in a properly sealed bigger envelope addressed to:

**General Manager (NSSH),
National Small Industries Corporation Limited,
(A Government of India Enterprise),
NSIC Bhawan, Okhla Industrial Estate Phase – III,
New Delhi– 110020**

And the said **bigger envelope shall contain two separate sealed envelopes containing Technical & Financial offers.**

The bigger envelope shall be super-scribed as **“Proposal for up-gradation &**

maintenance of National SC-ST Hub Website". The two sealed envelopes inside the bigger envelope must be super-scribed as:

- A. **Envelope No-1:** *The said envelope is for technical offer & shall be super-scribed as "Up-gradation & Maintenance of NSSH Website" – TECHNICAL OFFER*.
 - B. **Envelope No-2:** *The said envelope is for financial offer & shall be super-scribed as "Up-gradation & Maintenance of NSSH Website" – FINANCIAL OFFER*.
8. The Technical Proposal should also be submitted in **One Hard Copy and One Soft Copy** (in CD/DVD/Pen Drive). In case of discrepancy, the hard copy submitted will be considered as final.
 9. Technical offer will be opened on **the date and time specified** in the office of **General Manager (NSSH)**. A representative of the Vendor may be present at the time of opening of the offer. The date for opening of second envelope containing financial offer will be intimated to the qualified Vendors separately.
 10. **NSIC reserves the right to accept or reject any or all of the quotations received in response to the above referred invitation, without assigning any reason.**
 11. In the event of any dates mentioned in the RFP document is declared as holiday for NSIC, the offers will be received / opened on the next working day at the appointed time.
 12. Consortium of Vendors is not allowed.
 13. This RFP document is not transferrable.

We confirm with our acceptance to the Instruction to the Vendors at S.No-1 to 13 as stated above.

Signature of the authorized representative of the Vendor with stamp

Terms of Reference

For

**Up-gradation & Maintenance of
NSSH Website**

RFP No. SIC/HO/NSSH/Website/09/2018-19
Date : 20.09.2018

1. INTRODUCTION

Micro Small and Medium enterprises (MSMEs) plays an important role in the nation's economy. The development MSMEs is critical to meet the national imperatives of financial inclusion and generation of significant levels of employment across urban and rural areas across the country. Further, the sector can nurture and support development of new age entrepreneurs who have the potential to create competitive businesses at global level.

The Government of India envisions entrepreneurship as an integral part of accomplishing rapid and robust economic growth. To ensure, that benefits of growth spread across all sections of the society, especially the marginalized groups including SC/ST entrepreneurs, government is trying to make procurement activities of the public sector to more inclusive and participative. In this regard, the "Public Procurement Policy for MSEs" of 2012 mandates that central government ministries, departments and public sector undertakings procure minimum of 20 percent of their annual value of goods or services from MSEs. In addition, 20% of such procurement from MSEs, i.e. 4% of total procurement of goods and services shall be made from Micro and Small Enterprises owned by SC & ST entrepreneurs.

To expedite achievement of the policy target, the government has initiated the establishment of the National SC/ST Hub with an aim not only to increase market access and ensure higher participation of SC/ST entrepreneurs in public procurement but also promote creation of new enterprises. NSSH was inaugurated by Hon'ble Prime Minister of India. The Hub is being implemented by the Ministry of MSME through **National Small Industries Corporation (NSIC)**, a public sector undertaking under the administrative control of this Ministry of MSME.

The key objective of NSSH is to provide professional support to Scheduled Caste and Scheduled Tribe Entrepreneurs to fulfill the obligations under the Central Government Public Procurement Policy for Micro and Small Enterprises Order 2012, adopt applicable business practices.

The other action points of NSSH include –

- Facilitating SC/ST Entrepreneurs' participation in Public Procurement to achieve at least 4% of total procurement being made by Central/State Governments, CPSEs and other government agencies
- To prepare strategy for intervention through industry associations to sensitize, encourage and enable the SC/ST owned units for participation in Public Procurement process
- Collection, collation and dissemination of information regarding CPSEs' tenders to SC/ST entrepreneurs
- Facilitating SC/ST Entrepreneurs to participate in Vendor Development Programs (VDPs)

SC/ST entrepreneurs are the target beneficiaries of NSSH. However, the stakeholders of NSSH include Ministry of Micro, Small and Medium Enterprises (M/o MSME) Government of India, other Central Ministries & departments, all CPSE's, academia, private sector corporates, banking & financial institutions, and various industry associations such as Dalit Indian Chamber of Commerce & Industry (DICCI)

National SC-ST Hub Website

The existing website of National SC-ST Hub is a static website developed in 2016 in open source (PHP) and is hosted with an ISP. The website provides information on NSSH Action Plan, various approved subsidy schemes approved, Training Calendar, Contact Details, Photo Gallery etc.

2. OBJECTIVES & SCOPE OF WORK

1. To engage Technology Implementing Agency / Company for Up-gradation & Maintenance of NSSH Website.
2. To Study the features and functions of current NSSH Website i.e. www.scsthub.in, not limited to statistical research.
3. Make System Requirement Specifications (SRS) for Up-gradation & Maintenance of NSSH Website in consultation with NSSH Cell of NSIC
4. To develop various Manuals not excluding Security, User Guide etc. which are relevant to the Website.
5. Develop a Plan and relevant Manuals for Staff training, change management and capacity building within NSIC on the proposed system.
6. Modify the website as per the scope of work mentioned in the RFP document and as per the current trend, also taking care of the future requirement.
7. Security audit of the Website / portal before hosting on the server.
8. Providing Server management, Reporting, Online MIS, Admin Panels for registration & maintenance etc.
9. Warranty including Bug-Fixes for a period of 6 months from the date of Go-Live at no additional cost for modified Website.
10. Providing support and maintenance activities for a period of 2 years from the date of expiry of warranty of the modified website.
11. To make the Website / Portal popular nationally and internationally by developing marketing strategy including **Search Engine Optimization** and other optimization processes.
12. To Scale-up the system architecture of the existing website keeping in view the future growth of the usage by SC/ST beneficiaries.
13. Depute fulltime manpower in NSIC Head Office Delhi, for one year from go-live of the revamped website. Such manpower would be responsible for the content management of the portal and should have 3 to 5 years relevant experience.
14. Providing the complete source code of the Website/ portal to NSIC. The ownership rights of the source codes will remain with NSIC.

15. The vendor has to assess the current hosting platform and if any change is required in line with the scope of work and technology proposed, they will be required to provide complete details and server specifications of such proposed hosting in the technical offer. NSIC, in consultation with NIC/ NICS, shall arrange to provide the hosting platform recommended by the selected vendor through any of the cloud service providers. The financial offer shall therefore not include the hosting charges.
16. The Content Management of the website should be enabled through a Content Management Framework (CMF) to be provided by the Vendor. The vendor should mention the details of the CMF proposed in the technical offer.
17. Compliance to Government guidelines as applicable for Indian Govt. Website is to be ensured.
18. **NSSH Website : Up-gradations required:**

#	Area	Features
1	Aesthetics	Change in Color Scheme: The entire color scheme of the website is to be changed, including the ribbon and layout.
2		Change in Fonts : Fonts for the entire website are to be changed in consultation with the NSIC / PMU-NSSH
3		Branching Sub Tabs: All tabs are to be branching showcasing tabs and subsequent tabs on hovering the mouse on them
4		Pictures: The use of pictures is to be increased and high resolution pictures are to be used especially on the home page
5		Media Gallery: There has to be a tiled gallery of 4-5 picture at a time with auto scroll and each picture will have a brief 2 liner description about the same. There should be a provision to create sub galleries and select the pictures to be showcased on the homepage. Content Management Framework would be needed for this purpose
6	Information Dissemination	Bi-lingual content: The content published on the website has to be made available in English and Hindi (Manual translation is to be done for the same)
7		Showcasing data: Key data points ex: SPRS, SMAS Training for Capacity Building etc. are to be showcased on the left pane of the home page, these numbers will be in a rolling manner. APIs for such statistics will be arranged by NSIC
8		FAQs: Frequently Answered Questions are to be made available on the website and to be updated on regular basis.
9		Training Calendar: A brief training calendar of the upcoming 10-15 training programs is to be posted on the home page. There should be a separate tab to view the entire training calendar and details. Training Tab: In the training tab, there should be 2 sections:

		<ul style="list-style-type: none"> • Section 1- Training Calendar: Within this tab there should be option to select either skill training or entrepreneurship development training. On selection the calendar should be displayed with features to sort and search trainings by location, institute, sector, training type, etc. • Section 2- Details: Detailed information about training institutes, location, courses offered, etc. should be provided in this section <p>The Content Management Framework should function on this feature to allow administrators to add/ edit/ delete the data.</p>
10		Near Me Feature: GPS tracking based option to find nearby training institutes, NSIC offices, etc.
11		Option to Download forms of all services and sub components should be made available through hyper-linking
12		Embedded Videos: NSSH related videos should be embedded on the website on the home page –videos will be updated on YouTube or through visual editor or any other medium.
13		Useful/ Quick links: A row of useful links should be placed on the home page. Ex: Standup Mitra, UAM, Sambandh, etc.
14		Success Stories: These should be placed on the home page in a section where there will be a tile with picture/ video along with brief write-up. On clicking it will direct to the story on the website or to the video. An option will also be provided to submit success stories of the SC/ST entrepreneurs by themselves.
15		Social Media Showcase: Section on Facebook and twitter feeds should be placed on the home page.
16		Updates and News: There should be an updates section and a separate news section on the home page where recent updates and relevant news will be showcased in a tile manner where there will be a small picture/ infographic along with 2 liner brief description, this will be a hyperlink and on clicking will direct to the update on the website or to the news website. – Content Management System may be needed
17		Upcoming Events: Information related to conclaves, conferences, other events, etc. will be shown here
18	Visitor Engagement	Intra-website search feature: A “how can we help you” search option is to be posted on the home page. This will be an open field for a site visitor to enter their requirement. The search feature will prompt keywords and showcase most relevant and recently viewed content as per the search.
19		Contact Us Feature/ Request a call back: A contact us/ request a call back button which will direct to a simple points capturing Name, email, location of the person along with a text box to fill in a query. - Options are that a person monitors an email id where the queries can be forwarded or put in place a Query Management tool

20		Desktop Notification: Website should prompt the users to allow notifications. After the consent, news and updates would be sent as notifications along with the recent developments.
21		Show Interest: A show interest feature is to be placed in front of SVDPs, Training Programs, Schemes, etc. where on a click approx. Five data points will be captured to get the information about the user. – Options are that either a person monitors an email id where the queries can be forwarded or put in place Query Management tool
22		Feedback/ Grievance: Feedback forms should be available on the website, containing 8-10 questions about the ease and usefulness of the platform. This feature will also capture the details of the person providing feedback (name, email, phone no., location, etc.)
23	Others	Mobile Compliant: The website will be mobile compliant.

3. Technology and Platform to be used

The Website should be developed on any platform including open source platform. However the complete details of proposed technology platform should be clearly specified in the Technical Offer.

4. Expected Outcome & Deliverables with Time Schedule

The total duration for carrying out the aforesaid work encompassing the scope of work as defined at Sl.No. 2 above would be 8 to 10 weeks from the date of release of work order.

5. Technical Requirements

A. General

- a. Vendor should have an expertise of developing Web Based Software Application in last **3 years** for **three different clients** from Central / State Government Ministries / Departments / PSUs. The value of each such projects executed should be at least **Rs. 10 Lacs (Rupees Ten Lacs)**. Documentary evidences for the past projects should be provided as per **Annexure - D**. The vendor should also provide copy of work order & completion certificate of three similar projects done in last five years along with the technical offer. Order executed / placed by / on sister concern / group companies will not be considered.
- b. The vendor should submit the copy of TDS certificate as a proof of receipt of payment against the project from the client. In case the Vendor is exempt from TDS, a valid TDS exemption certificate should be enclosed with the technical offer.

B. Organizational Parameters

- a. The vendor submitting the offers should be Registered Company (Attach Proof) i.e. Certificate of Incorporation / Registration. Offers submitted as Joint Ventures, Consortiums and similar arrangement will not be considered as technically qualified offer.
- b. The vendor should NOT have been blacklisted by any Govt. Organization/ Department. A self-declaration in this regard should be submitted by the vendor as per **Annexure – 'C'**. Bids submitted by such blacklisted vendors may not be considered for evaluation.
- c. The vendor should have a local Technical Support office in Delhi / NCR having expert manpower. Documentary evidence (such as water tax / electricity bill / municipality tax) in regard to the same should be provided in the technical offer.

C. Familiarization with respect to Indian Laws

- a. The vendor should have complete understanding of Indian statutory laws, cyber law, IT Act, governance, taxes / duties, Government budget updates, import / export updates & implementation for Clients of similar stature. A self-declaration in this regard should be submitted by the vendor.

D. Human Capital Strength

Experienced and qualified professionals should be permanently employed on Vendor's payroll as given below:

- a) The vendor should have at-least 20 experienced and qualified professionals permanently employed on Vendor's payroll. A self-declaration in this regard should be submitted by the vendor.
- b) One senior Web/Software Developer having experience in the field of interactive websites development with 10 years of experience in broad IT ecosystem and domain knowledge. Education Qualification: He/she should preferably be post graduate in IT.
- c) Two middle level Web/Software Developers with 07 years of IT experience and domain knowledge regarding working of interactive websites, one of them should be Business Analyst, System Integrator (DBA). Knowledge of appropriate internet technologies including for Web/Software Development. He/ she should be able to write Stored Procedures, views etc.
- d) Five junior level Web/Software Developers with 03 years of IT experience in software implementation and domain knowledge regarding working of interactive websites.

The Vendor should provide above details of employed manpower along with the technical offer as per Annexure 'H'

E. Financial Prospective

The Vendor should have positive net worth in each of last three years (i.e. 2015-16, 2016-17 & 2017-18). Vendor should provide last three years audited Annual Accounts/ CA Certificate / Audited Balance Sheets along with the technical offer to support the same.

F. Technical Presentation

The Vendors would be required to make a technical presentation at NSIC before a committee to demonstrate their understanding of the requirements and the proposed solutions.

6. Evaluation Process

The evaluation will be carried out through a two stage process. Sealed proposals (i.e. Technical Proposal and Financial Proposal) may be submitted in two separate envelopes (marked as "Technical Proposal" or "Financial Proposal"). **The overall evaluation will be on QCBS (70:30) i.e. technical offer carries 70 % and the financial offer shall have 30% weightage. The Financial evaluation would be done for only those vendors which score a minimum of 70 marks in the technical evaluation**

The Evaluation Criteria is as follows:

Technical Evaluation

Sl. No.	Criteria	Clause	Weightage
1.	General	Clause 5A	35%
	Organizational Parameter	Clause 5B	
	Familiarization with respect to Indian Laws	Clause 5C	
2.	Human capital strength	Clause 5D	25%
3.	Financial Perspective	Clause 5E	15%
4.	Technical Presentation		25%
Total			100%

The breakup of weightage is as detailed below:-

S.N	Criteria	Clause	Weightage	Total Weightage per parameter (max)
1.	General	Clause 5A	7 x 3 = 21	35
	Organizational Parameter	Clause 5B(c)	10	
	Familiarization with respect to Indian Laws cyber law, IT Act, ecommerce, etc.	Clause 5C(a)	4	
2.	Human capital strength	Clause 5D(a)	1 x 5 = 5	25
		Clause 5D(b)	1 x 4 = 4	
		Clause 5D(c)	2 x 3 = 6	

		Clause 5D(d)	5 x 2 = 10	
3.	Financial Perspective	The Vendor should have positive net worth in each of last three years (i.e. 2015-16, 2016-17 & 2017-18). Vendor should provide last three years audited Annual Accounts/ CA Certificate / Audited Balance Sheets along with the technical offer to support the same.	3 x 5 = 15	15
4	Technical Presentation	Clause 5F	25	25
Total				100

7. Preliminary Examination of Proposals

NSIC will examine the proposals to determine whether they are complete, whether the documents have been properly signed and whether the offers are generally in order. Any proposals found to be nonresponsive for any reason or not meeting any criteria specified in the RFP, will be rejected by NSIC and shall not be included for further consideration.

Initial Proposal scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals:

- a) Are not submitted in as specified in the RFP document
- b) Received without the Letter of Authorization (Power of Attorney)
- c) Are found with suppression of details
- d) With incomplete information, subjective, conditional offers and partial offers submitted
- e) Submitted without the documents requested in the checklist
- f) Have non-compliance of any of the clauses stipulated in the RFP
- g) With lesser validity period, however if requested, grace period of 15 days may be allowed.

8. Presentation:

Adequacy of the proposal and experience of the vendor in up-gradation and maintenance of PORTAL will be evaluated by presentation. Proposal Evaluation Committee of NSIC may consider recommendations made by external experts also.

9. Commercial Evaluation

Only Vendors, who have been technically qualified, will be eligible for the opening and evaluation of the Financial Offer. The Vendors shall provide financial offers as per the format provided.

Opening of Financial Offers –

- At the opening of Financial Offers, Vendors' representatives who choose to attend will sign an Attendance Sheet
- Each Financial Offer will be inspected to ensure conformance to the format
- NSIC's representative will open each Financial Offer. Such representative will read out aloud the name of the Vendors and the "**All-inclusive Price**" shown in Financial Offer.
- The lowest Financial Offer (Fm) i.e. – All-inclusive Price will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial offer will be computed as indicated below:

$$Sf = 100 \times Fm / F,$$

Where,

Sf is the financial score,

Fm is the lowest Financial Offer

F the price of the proposal under consideration

- Prices quoted by the Vendor shall be firm and fixed during the Vendors performance of the contract. An offer submitted with an adjustable price quotation will be treated as non-responsive and rejected.

10. Combined Evaluation of the Total Score

After evaluation of financial offer, total score of the vendor will be determined based on Quality-cum-cost-based (QCBS) system. In the QCBS method of selection of Vendor, Proposals will be ranked according to their combined technical (St) and financial (Sf) scores as following:

$$S = St \times T\% + Sf \times P\%$$

(Where, weight given to the Technical and Financial Proposal are

T: Technical Proposal -70%; and P: Financial Proposal – 30%)

The firm achieving the highest combined technical and financial score will be invited for award of contract.

- The Offer which obtains the highest ‘S’ value, will be considered as the successful Offer.
- In the event of a tie, the Offer with the highest technical score (St) will be rated as the best offer.
- NSIC will award the Contract to the successful Vendor, provided Vendor meeting other contract requirement as specified in the RFP.
- At this stage, the Vendor will have to furnish a Security Deposit to NSIC and enter into an agreement with NSIC.

11. Right to vary scope of contract at the time of award

NSIC may at any time, by a written order given to the vendor, make changes within the general scope of the contract. The additional payment, if any, shall be determined by NSIC as per the price-bid item “Additional Development Charges”.

12. Right to accept any offer and reject any or all offers

- (i) NSIC reserves the right to accept any offer, and to annul the Tender process and reject any or all offers at any time prior to award of Contract, without thereby incurring any liability to the affected vendor or vendors or any obligation to inform the affected vendor or vendors of the grounds for NSIC's action.
- (ii) In case the successful Bidder/ Vendor fails either to accept the order or to acknowledge the order within seven days of award or fails to start the work/ services according to the stipulated time, NSIC reserves the right to cancel/terminate the contract with immediate effect.
- (iii) If work/services are not found satisfactory during the contract period, NSIC reserves the right to terminate/ cancel the contract by giving 15 days notice at the cost and risk of the successful bidder/vendor and the bidder/vendor shall have no claim against NSIC for any compensation for such termination.

13. Canvassing/Contracting

Any effort by a Vendor to influence NSIC in its decisions on offer evaluation, offer comparison or Award of Contract may result in the rejection of the Vendor's Offer. No Vendor shall contact NSIC on any matter relating to its offer, from the time of opening of Technical offer to the time the Contract is awarded.

14. Repeat Order

NSIC at its discretion may place Repeat Orders for additional requirements based on its requirements during the tenure of the Contract.

15. Payment Terms

The payment shall be released on successful completion of following tasks as under:-

S.No.	Deliverable	Payment Percentage
1	Submission of SRS for Website	10%
	Approval of SRS by NSIC for Website after incorporating the changes suggested by NSIC	5 %
2	UAT	10%
	Go-Live of revamped NSSH Website	50%
	Cost towards Warranty support payable after 6 months from the date of go - live	25 %
	Total	100%
3	Charges for Post Warranty upgradation and Maintenance of NSSH Website for 2 years. In addition, onsite presence of one manpower for content management for 1 year from go-live.	Payable Quarterly at the end of Quarter

16. Time Frame

The assignment is for **8 to 10 weeks** and **2 Years of maintenance** support from the date of launching of revamped NSSH Website including six month of free of cost Warranty including Bug-Fixes.

17. Force Majeure

The Term "Force Majeure" shall include, without limitation, acts of nature, fire, explosion, storm, or other similar occurrence; order or acts of military or civil authority; national emergencies, insurrections, riots, wars, strikes, work stoppages, or other labour disputes, supplier failures, shortages, breach, delays or raw water resource not being available/ getting defunct / altered/ non usable.

18. Security Deposit

For the Selected vendor, the EMD shall be converted into interest free security deposit. The total amount of security deposit shall be Rs. One Lakh to be payable

by the shortlisted vendor at the time of awarding the work order for Study which will be adjusted in final payment.

In case of EMD exemption as mentioned above, the successful bidder must deposit an Interest Free security deposit of Rs. 1,00,000/- within 07 days from the receipt of the work order. Agreement will be duly executed & signed by the selected vendor after submission of security deposit.

19. Liquidated Damages

Liquidated damage of (1/2) half percent per week of delay subject to a maximum of 5% of the order value will be levied for delay in execution of the contract. If the assignment is not completed in all respects or left incomplete in between the study, the amount of the security deposit will be forfeited and no request for further extension shall be granted.

20. Arbitration

- I. If any disputes or difference relating to the interpretation, termination and meaning of the words, terms, specifications, operations and instructions, mentioned in RFP/contract and as to the quality of workmanship or performance of the vendor any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the RFP/contract, specifications, operating instructions, order or these conditions, or otherwise concerning the performance of the RFP/contract, the execution or failure to execute the same whether arising during the progress of the work or after the completion or arising during the progress of the work or after the completion or abandonment thereof, shall be referred by either party of the Chairman cum Managing Director of the NSIC who shall refer the matter for adjudication to the sole arbitrator. There shall be no objection to the said appointment of the arbitrator. The award of the sole arbitrator so appointed shall be final and binding on the parties to the RFP/contract. The cost and expenses of arbitration shall be borne by the parties equally. The case, the arbitrator so appointed dies, neglect or refuses to act as an arbitrator or is otherwise unable to act for any reason whatsoever, it shall be lawful for the Chairman cum Managing Director of NSIC to appoint another arbitrator in place of such arbitrator in the manner as aforesaid. Such other person shall be entitled to proceed with the reference from the state where the earlier arbitrator left the proceeding.
- II. The Arbitrator shall have power to call for such evidence by way of affidavits or otherwise as he/she thinks proper and it shall be the duty of the parties hereto to do or cause to be done, all such things as may be necessary to enable the Arbitrator to make the award without any delay. The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The venue of arbitration shall be New Delhi and the court at Delhi shall have exclusive jurisdiction to decide the matters relating to the arbitration referred to the above.

The Award of the Arbitrator shall be final, conclusive and binding on all parties to the contract.

- III. The law under the Arbitration and Conciliation Act updated as on date shall be applicable to such proceedings.

21. Confidentiality

All the material sent to the vendor shall be treated as confidential and should not be disclosed in any matter to any unauthorized person under any circumstances. The vendor is to furnish a Non-Disclosure Agreement (NDA) as per attached format at Annexure "G".

22. Addition of New Features to the Portal

Any major additional features required on the NSSH Website / portal after the expiry of warranty will be mutually discussed between NSIC & the selected vendor. Based on this the effort estimate will be submitted by the selected vendor, the charges for the same will be paid as per the per hour rates quoted in the financial offer at the time of submission of this tender.

23. Warranty

The selected vendor will provide 6 months free of cost warranty including bug fixes from the date of Go-Live of the website / portal. All the tasks envisaged at Clause 24. i.e. Maintenance shall also be the responsibility of the selected vendor at no extra payment.

24. Maintenance

The maintenance charges quoted for the portal are for 2 years from the date of expiry of warranty. It includes charges towards:

- Routine Backup (daily) of the application and database
- Monitoring of Server against any virus threat, crashes, etc.
- Restoring of the Website / portal in case of any server / application crash.
- Ensuring 99.5% uptime of the website / portal. Providing regular reports in respect to the same.

25. All-inclusive Prices

The price quoted should be inclusive of charges towards up-gradation and maintenance of National SC-ST Hub Website including all applicable taxes.

26. Rejection Clause

- a) The Proposal submitted by Telex, fax or email shall not be entertained.
- b) Any condition put forth by the vendor non-conforming to the Proposal requirements shall not be entertained at all and such Proposal shall be rejected.
- c) If a Proposal is not responsive and not fulfilling the conditions it will be rejected by NSIC and shall not subsequently be accepted even if it is made responsive by the vendor by correction of the non-conformity. No further communication will be made in the regards.

Annexure – `A`

TECHNICAL OFFER

FORMAT & REQUIREMENTS

- 1. RFP Ref. No: **NSIC/HO/NSSH/Website/09/2018-19 dated 20.09.2018**
- 2. Name of Vendor:
- 3. Complete office address of Vendor.....
.....
- 4. Contact details of authorized person of Vendor who have signed the tender.
 - a. Name.....
 - b. Designation.....
 - c. Phone (Office).....
 - d. Phone (Mobile).....
 - e. E mail.....
- 5. Due date & Time of submission of offer:
- 6. EMD and Tender Fee payment details (DD number & bank detail)
.....
- 7. Documents to be enclosed with the Technical Offer are as under :
 - a. Duly signed & stamped Tender documents (All pages) as a mark of your acceptance.
 - b. Supporting information with respect to clause A to E of Pre-Qualification Criteria
 - c. Copy of PAN, GST Registration duly Signed & Stamp.
 - d. Undertaking on letter head as per Annexure "C".
 - e. Vendor's Authorization Certificate as per Annexure 'F'

Signature of the Vendor with stamp
 Name :.....
 Designation :.....
 Date :

Annexure – `B`**FINANCIAL OFFER****FORMAT & REQUIREMENTS**

1. RFP Ref. No.: **SIC/HO/NSSH/Website/09/2018-19** dated **20.09.18**
2. Name of the Vendor:
3. The offer with rates for the schedule of requirements of items, as elaborated under, to be submitted. Adhering to the format given below is a Pre-requisite for considering your quotations:

S.N	Description	Amount (In Rs.)
1	Up-gradation of Website	
2	6 Months Warranty - Website	
3	2 Year Maintenance Support for Website	
4	Cost of one Manpower to be deployed on site for one year for content management of website, ios app and android app	
5	Total (Including Taxes)	

In words (Rs.....)

Note: **Please give details of GST amount for each of the above separately**

Charges for Additional Work after Go-Live (This will not be included in the total offer price)

S.N	Description	Charges / Hour (In Rs.)
1	Additional Development Charges	

I/we hereby confirm that to the best of our knowledge and belief:

1. The rate quoted will be reasonable and valid for the period of one year from the date of opening of financial offer. The period can be extended with mutual agreement.
2. Tendered rates are at par with the prevailing market rates and not more than the price usually charged for same nature/class or description from any other, either foreign or as well as Government purchaser.
3. In respect of indigenous items/services for which there is a controlled price fixed by law, the price quoted are not higher than the controlled price.
4. Services/Products/Goods supplied, will be of requisite specification and quality.
5. No extra payment for any software and or hardware required for up-gradation & maintenance of website.

Note:

1. The Vendor is advised to quote rate in absolute Indian Rupees.
2. The rate quoted will be reasonable and valid for period of contract from the date of opening of financial offer. The period can be extended with mutual agreement.
3. No condition will be entertained and conditional tender will be liable to be rejected.

Signature of the Vendor with stamp

Name :.....

Designation :.....

Date :

Annexure – C`

DECLARATION

(To be submitted on the letter head of the Vendor)

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi– 110 020

Sir,

With reference to the RFP No. SIC/HO/NSSH/Website/09/2018-19 dated 20.09.2018, we hereby confirm that we have not been blacklisted by any Government Department (Central/State/Autonomous/PSU) in India.

Yours sincerely,

For M/s -----

Signature of the Vendor with stamp

Name :.....

Designation :.....

Date :

Annexure –`D`**Details of Projects Executed in Last 3 Years****(Refer Clause 5(A))**

S.N.	Name, Address, Contact Number & e-mail of Client	Size and Scale of the Project	Size of the Team that executed project	Methodology / Frameworks / Tools used	Technology used in the Project	Turnover of the Client (<u>Attach Documentary Proof *</u>)	Brief Description of Project	Date of Award	Date of Completion	Value (in. Rs. L)

* CA Certificate / Audited Balance Sheet / Online verifiable resource.

Signature of the Vendor with stamp

Name :.....

Designation :.....

Date :

Annexure – F

**Vendor’s Authorization
Certificate**

(To be submitted on the letter head of the Vendor)

To:
General Manager (NSSH),
National Small Industries Corporation Limited,
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi-110020

Sir,

<Vendor’sName> _____ <
Designation> _____ is hereby authorized to
sign relevant documents on behalf of the company in dealing with Tender of
reference no. _____ dated _____. He / She is
also authorized to attend meetings & submit technical & commercial information as
may be required by you in the course of processing above said tender.

Yours Sincerely,

Signature of the Vendor with stamp
Name:
Designation:
Date:

Annexure – G`

**Non-Disclosure Agreement (NDA)
Third Party Non-Disclosure Agreement**

I, _____, on behalf of the _____ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with NSIC on contract is confidential and that the nature of the business of the NSIC is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the NSIC. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data.

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to NSIC all documents and property of NSIC, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to NSIC business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also. I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the NSIC, and are reasonable given the nature of the business carried on by the NSIC. I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

Dated at _____, this _____ day of, 20_____.

Signature of the Vendor with stamp
Name :.....
Designation :.....
Date :

Annexure – H

Details of Manpower

S.No	Name	Educational Qualification	Details of Experience	Working with Vendor Since

Annexure – I**Checklist**

Sl. No.	Particulars	(Please tick against the Supporting documents furnished)
A	Qualification Document	
1	Offer Submission Form	<input type="checkbox"/>
2	Vendor's Authorization Certificate	<input type="checkbox"/>
3	Self-Declaration	<input type="checkbox"/>
4	Non-Disclosure Agreement (NDA)	<input type="checkbox"/>
5	PAN/TIN / Service Tax Copy	<input type="checkbox"/>
6	Details of Earnest Money Deposit	<input type="checkbox"/>
7	The vendor should not have been blacklisted by any Govt. Organization/ Department.	<input type="checkbox"/>
8	Financial offer Submitted	<input type="checkbox"/>
B	Vendor's Organization & Experience Proof	
1	General Parameter of PQR	<input type="checkbox"/>
2	Organizational Parameter	<input type="checkbox"/>
3	Familiarization with respect to Indian Laws	<input type="checkbox"/>
4	Human capital strength	<input type="checkbox"/>
5	Financial Perspective	<input type="checkbox"/>
C	Annexures	
1	Annexure 'A'	<input type="checkbox"/>
2	Annexure 'B'	<input type="checkbox"/>
3	Annexure 'C'	<input type="checkbox"/>
4	Annexure 'D'	<input type="checkbox"/>
5	Annexure 'F'	<input type="checkbox"/>
6	Annexure 'G'	<input type="checkbox"/>
7	Annexure 'H'	<input type="checkbox"/>
8	Annexure 'I'	<input type="checkbox"/>