



**Notice Inviting Tender
For
Design, Development,
Testing, Hosting &
Maintenance of B2B Portal of
NSIC**

ISSUED BY

**The National Small Industries Corporation Limited
NSIC Bhawan
(A Government of India Enterprise)
Okhla Industrial Estate, Phase – III,
New Delhi– 110 020**

Note: This document contains a total of 35 pages. No change in the document by the bidder is permissible

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NOTICE INVITING TENDER

Subject: - Design, Development, Testing, Hosting & Maintenance of B2B Portal of NSIC

Sealed bids are invited in two bid systems (Technical & Financial bid in two separate sealed envelopes contained in one bigger envelope) for **Design, Development, Testing, Hosting & Maintenance of B2B Portal of NSIC** as detailed below:

Requirement	Design, Development, Testing, Hosting & Maintenance of B2B Portal of NSIC
Technical Bid	The details for submission of Technical Bid is placed at Annexure-`A`
Commercial Bid	The details for submission of Commercial Bid is placed at Annexure-`B`
Cost of Tender Documents	Rs. 500/- (Rupees Five Hundred Only) in the form of DD or exempted as detailed, available in "Instructions to the Tenderers" at Page No. 5.
Earnest Money Deposit along with Tender	Rs.50,000/- (Rupees fifty thousand only) or exempted as detailed available in "Instructions to the Tenderers" at Page no. 5
Date & Time of Pre-Bid Meeting	15.06.2017 at 11.00 A.M.
Venue for Pre-Bid Meeting	NSIC Bhawan National Small Industries Corporation Limited (A Government of India Enterprise) Okhla Industrial Estate, Phase – III, New Delhi– 110 020
Last date of submission of tender	29.06.2017 latest by 03.00 P.M.
Date of opening of Technical Bid	29.06.2017 at 4.00 P.M.
Address for Tender Inquiry and Delivery	Chief General Manager (TISDC) National Small Industries Corporation Limited (A Government of India Enterprise) NSIC Bhawan, Okhla Industrial Estate Phase – III, New Delhi– 110 020
Contact Person for Queries	Smt. Anju Kapoor Manager (IT) National Small Industries Corporation Limited NSIC Bhawan, Okhla Industrial Estate Phase – III New Delhi – 110020 Tel. – 011-26926275 Email: managermic@nsic.co.in

INSTRUCTIONS TO THE TENDERERS

1. Tender documents can be downloaded from the website of NSIC, www.nsic.co.in from 09.06.2017 to 29.06.2017 . The cost of tender document is **Rs. 500/- (Rs. Five hundred only)** may be enclosed in the form of demand draft only drawn in favour of **“The National Small Industries Corporation Ltd.”** payable at New Delhi.
2. The **Earnest Money Deposit of Rs. 50,000/- (Rupees fifty only) byway of demand draft** only drawn in favour of **“The National Small Industries Corporation Ltd.”** payable at New Delhi **shall be submitted along with Technical Bid.**

The offers without EMD will be rejected. However, there is exemption of EMD and Tender fee applicable to the units registered with Central Purchase Organization (DGS&D), The National Small Industries Corporation (NSIC) or the concerned Ministry or Department as defined under Rule 157 of General Financial Rules (GFR), 2005. Further exemption will also be provided as per the “Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012”

A copy of valid certificate/ proof of registration must be enclosed along with the Technical bid for availing exemption.

3. The Bidder/ Tenderer 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. Tender shall be duly, properly and exhaustively filled in. All pages of the tender should be signed with stamp by the Authorized Signatory of Tenderer with company stamp on all the pages of this tender.
5. Any cutting/over writing etc. in the tender must be signed by the person who is signing the tender. The rates and units shall not be overwritten. **The financial figures in commercial bid 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 Tenderer shall submit the copy of PAN, VAT/TIN / Service Tax Registration Certificate along with the Technical Bid of the tender document.

7. The tender shall be placed in a properly sealed bigger envelope addressed to:

**Chief General Manager (TISDC),
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 bids.

8. The bigger envelope shall be super-scribed as “**Design, Development, Testing, Hosting & Maintenance of B2B Portal of NSIC**”. The two sealed envelopes inside the bigger envelope must be super-scribed as:

A. **Envelope No-1: The said envelope is for technical bid & shall be super-scribed as “Design, Development, Testing, Hosting & Maintenance of B2B Portal of NSIC– TECHNICAL BID”.**

B. **Envelope No-2: The said envelope is for financial bid & shall be super-scribed as “Design, Development, Testing, Hosting & Maintenance of B2B Portal of NSIC – FINANCIAL BID”.**

9. The Technical Proposal should 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.
10. Technical bid will be opened on **29.06.2017 at 4.00 p.m.** in the office of **Chief General Manager (TISDC)**. A representative of the Bidder may be present at the time of opening of the tender. The date for opening of second envelope containing financial bid will be intimated to the qualified bidders separately.
11. **NSIC reserves the right to accept or reject any or all of the bids received in response to the above referred invitation at any point of time, without assigning any reason.**
12. In the event of any dates mentioned in the tender document is declared as holiday for NSIC, the bids will be received / opened on the next working day at the appointed time.
13. This tender document is not transferrable.

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

Signature of the Bidder with stamp

Terms of Reference

For

**Design, Development,
Testing, Hosting &
Maintenance of B2B Portal of
NSIC**

1. INTRODUCTION

National Small Industries Corporation Limited (NSIC) is a PSU established by the Government of India in 1955 to promote and develop micro, small and medium enterprises (MSMEs) in the country.

NSIC has proved its strength within the country and abroad by promoting MSMEs through modernization, upgradation of technology, quality consciousness, strengthening linkages with large medium enterprises and enhancing exports - projects and products of MSMEs.

NSIC operates through countrywide network of its 166 offices including 07 Technical Centres and 04 Training cum Incubation Centres in the Country which are well connected with the internet connection, most of them having leased lines. To manage operations in African countries, NSIC operates from its office in Johannesburg, South Africa. In addition, NSIC has set up Training cum Incubation Centres under PPP mode & with a large professional manpower, NSIC provides a package of services as per the needs of MSME sector.

In the new globalized economic scenario, it is becoming increasingly important that the SMEs adopt and leverage internet as a tool to increase productivity and enhance competitiveness. Today, a host of free and low-cost services are available online, which can be used by these enterprises to increase efficiency for the entire range of business processes across their value-chain. Many of these are global tools and allow companies in India to benefit from best-in-class services available to their international peers.

NSIC is also promoting MSMEs globally through its B2B Portal **www.msmemart.com** which is a comprehensive B2B Marketplace for Micro, Small and Medium Enterprises (MSMEs) for promoting International trade. MSMEs are invited to join as members and show case their products and services globally. Currently the portal offers paid membership with access to all the features of the portal and free membership with limited access to the features and services.

The main features of the existing portal are:

- Product specific database searches,
- Sector specific domestic Tender notices with alert factors,
- Country specific global tender notices from World bank, United Nation Organization, ILO etc,
- Business Trade Leads (buy/Sell) from various countries,
- My Work Place (Self Web development tool)- Micro website,
- News & Views,
- Expert chat,
- Global Trade Shows Information,
- Trusted Seal for NSIC Members (Gold, Trust Member Certification),
- Contents available in 10 International Languages,
- Centralized Mail System for each member **(every member to get individual mail boxes – Internal Messaging system)** – To get buy / sell leads in the Mailbox,
- Payment Gateway through major credit cards for membership subscription,
- Back office Facility for Individual members,
- Hit counters for Web portal and individual members,
- **Currently 10,000 live members, however to be escalated to 30,000 users per year.**

2. OBJECTIVES & SCOPE OF WORK

1. To engage Technology Implementing Agency / Company for Design, Development, Testing, Hosting & Maintenance of B2B Portal of NSIC.
2. To Study the features and functions of current B2B portal of NSIC i.e. www.msmemart.com, not limited to statistical research.
3. Making System Requirement Specifications (SRS).
4. To develop various Manuals not excluding Security, User Guide etc. which are relevant to the Portal.
5. Assist in finalizing agreements with third party Payment gateway service providers and suggest other models of online payments.
6. Assist in finalizing agreement with other third party service providers for services like trade leads, international & domestic tenders, Raw material prices, events & exhibitions information and other similar services.
7. Development/ Integration of the Existing Modules: The software vendor needs to rebuild the following existing module as per the new Design and also needs to integrate the third party services like Tenders & Trade Leads etc:-

The main features of the existing portal are:

- Product specific database searches,
- Sector specific domestic Tender notices with alert factors,
- Domestic and Country specific global tender notices from World bank, United Nation Organization, ILO etc,
- Business Trade Leads (buy/Sell) from various countries,
- My Work Place (Self Web development tool) – Micro Website ,
- News & Views,
- Expert chat,
- Global Trade Shows Information,
- Trusted Seal for NSIC Members (Gold, Trust Member Certification),
- Contents available in Hindi & International Languages,
- Centralized Mail System for each member (every member to get Internal Messaging system) – To get buy / sell leads in the Mailbox,

- Payment Gateway through major credit cards for membership subscription,
- Back office Facility for Individual members,
- Hit counters for Web portal and for individual members with relevant statistics,
- Admin Panel for the Main Admin, Sub Admin, Branch level, User level admin with the new and existing features and also needs to develop the fresh changes suggested by NSIC in all the admin panels..

8. Apart from the Integrating the 3rd party services and modules provided by NSIC, the following features will also needed to develop, apart from any other features finalized at the time of Work order placement :-

a) Only Integration is needed for the following parts with face off designs

- Sub-contracting Exchange
 - B2B module for spare capacity utilization
- Buying / Selling of Scrap
- Buying / Selling of Old Machineries
- Online aggregation of Raw Material Demand
- Online Booking for International Exhibition / Trade Shows
- Lead management for different schemes of NSIC
- Online Exhibition Registration
- Online Success Stories Aggregation and displaying the same on portal.

b) Rebuilding of Existing Modules and development of new modules

- Design of Home Page and subsequent pages with due approval from NSIC
- Migration of existing database and functional modules.
- Global Business Matching Service with online platform for negotiation between buyer & seller,
- Reverse Auction Facility,
- Rebuild Micro Website (Self development web tool) platform for the User (*existing Module*),
- Request for Quotation tool (within the website and from other websites)
- Bulk Buying Offers,
- Trade Intelligence features which will include the Subscription of Third party service for Product verification of Bulk buying products,

- Small Business Marketing solution subscription for third party services,
- Importer / Exporters trade statistics area with facility to upload the database in the area and also plug in for third party web services
- Business alliance feature, the information for the Distributorship offered Franchisee Service Offered Sales Agent Search.
- Rebuild Admin panel for the main admin with strong dynamic reporting (as you required report) features and dashboard features (*existing panel has certain features*) , permission rights for various users and Integration of Head office level for MIS Reports(as required reports)
- Sub domain for various stakeholders the limited information is displayed and rights in Main Admin panel to display certain features in the sub domain.
- Branch Level admin with dashboard and reports for Fresh members, Renewal & Revenue generation. Report will be such which can be integrated with MIS Reports(as required reports)
- User level admin which will be comprised of creating a Micro website inserting, editing, deletion of Information (*as in existing module*) , C2C platform (in which a user can enter the offer for distributorship, bulk buying offers etc). The location based smart search facility should also be provided to user (Buyer and Seller) for particular Products. Tender Awarded & Rate Contract details will also be provided in their back panel for the product they have been registered.
- Providing mechanism for bulk mailing and SMS Alerts to Users.
- Mobile App with limited Version
- Any other features finalized at the time of work order as per current trend in the e-commerce sector.

c) Hosting of the website & Server management

- Hosting of the Web portal on the web server provided by NSIC .
 - Helping in Management of Web server and Database server by providing information of various certificates/ tools on the server which needs updation from time to time.
9. Integration of payment gateway and any other third party services / modules to the portal as and when required by NSIC.
10. Export facility for all types of reports in specified formats. Report generation through Integrated modules

11. Develop a Plan and relevant Manuals for Staff training, change management and capacity building within NSIC on the proposed system.
12. Migration of data and functional modules from existing B2B portal to the newly developed.
13. Testing of the new portal using test cases.
14. Security audit of the portal before hosting on the server.
15. Providing support and maintenance activities for a period of 2 years from the date of go-live of the portal.
16. Bug-Fixes Warranty for a period of 6 months from the date of Go-Live at no additional cost.
17. To make the Portal popular Nationally and Internationally by developing a marketing strategy including Search Engine Optimization and promotion on all Social Networking Websites with dedicated web page for the portal, creation of various blogs, press releases etc .
18. To Scale-up the system architecture of the existing portal to cope up with a high volume of business activities on the portal, keeping in view also the future growth of the usage by MSMEs.
19. Depute a fulltime manpower in NSIC Head Office Delhi (as per qualification mentioned at **clause 5D(d)**) for coordination during development phase and support after launch of the revamped portal.
20. Providing the complete source code of the portal to NSIC. The ownership rights of the source code will remain with NSIC.
21. Developing portal as per Guidelines for Indian Government Website (GIGW) available on <http://guidelines.gov.in/>

3. Technology and Platform to be used

The Portal to be developed using the latest technology **PHP and SQL Server as Back End** and/or with some standard open source modules/framework available in the market like Magneto, X Cart etc. (frame work should be clearly mentioned in the Technical Bid).

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 36 weeks from the date of release of work order as briefed in phases.

Phase - I		
Sl.No.	Activity/ Objective	Timeframe
1	Study the existing B2B portal of NSIC, other national / international B2B portals. Study and submit Gap Analysis report. Preparing System Requirement Specification (SRS) for new B2B Web Portal including new functionalities as proposed by NSIC.	2 Weeks from the date of Work Order
2	Getting approval of Design Template & SRS for the new portal from NSIC	3 Weeks from the date of Work Order
3	Design, Migration of data & functional modules from existing portal	5 Weeks from the date of Work Order
4	<p>Development, Testing, Hosting & Maintenance of B2B Portal of NSIC, Major improvements on technology & functions of the portal to be carried out as per the scope of work mentioned in Objective & Scope of Work. Development and Integrating new features on the site</p> <ul style="list-style-type: none"> • Rebuild Micro Website (Self development web tool) platform for the User (<i>existing Module</i>), • Request for Quotation tool (within the website and from other websites) • Bulk Buying Offers, • Trade Intelligence features which will include the Subscription of Third party service for Product verification of Bulk buying products, • Small Business Marketing solution subscription for third party services, • Importer / Exporters trade statistics area with facility to upload the database in the area and also plug in for third party web services • Business alliance feature, the information for the Distributorship offered Franchisee Service Offered Sales 	11 th Week

	<p>Agent Search.</p> <ul style="list-style-type: none"> • Rebuild Admin panel for the main admin with strong dynamic reporting (as you required report) features and dashboard features (existing panel has certain features) , permission rights for various users and Integration of Head office level for MIS Reports(as required reports) • Online platform for Negotiation between buyer & seller • Integration of various modules provided by NSIC 	
5	Pilot Testing Activities	11 th Week
6	Security Audit of the Portal through cert-in empanelled agency.	11 th Week
7	Training of Staff &Preparation of Manuals	Periodical
8	Search Engine Optimization	Periodical
9	Bug-Fixes Warranty	6 months from the date of Go-Live
10	Maintenance for 2 years from the date of go-live.	2 years from the date of Go-Live
11	Server Management	
12	Launching of the new B2B Portal	12 th Week

Phase - II

Sl.No.	Activity	Timeframe
13	<p>Integration of new features on the site, APIs / Web service of which will be provided by NSIC</p> <ul style="list-style-type: none"> • Reverse Auction Facility • Online Booking for International Exhibition / Trade Shows • Lead Management for different schemes of NSIC • International / Domestic Catalogue Show <p>Development of following modules</p> <ul style="list-style-type: none"> • Sub domain for various stakeholders the limited information is displayed and rights in Main Admin panel to display certain features in the sub domain. • Branch Level admin with dashboard and reports for Fresh members, Renewal & Revenue generation. Report will be such which can be integrated with MIS 	20 Weeks from the date of Work Order

	<p>Reports(as required reports)</p> <ul style="list-style-type: none"> • User level admin which will be comprised of creating a Micro website inserting, editing, deletion of Information (as in existing module) , C2C platform (in which a user can enter the offer for distributorship, bulk buying offers etc). The location based smart search facility should also be provided to user (Buyer and Seller) for particular Products. Tender Awarded & Rate Contract details will also be provided in their back panel for the product they have been registered. 	
14	Pilot Testing Activities	21 st Week
15	Security Audit of the Portal through cert-in empanelled agency.	21 st Week
16	Training of Staff &Preparation of Manuals	Periodical
17	Search Engine Optimization	Periodical
18	Bug-Fixes Warranty	6 months from the date of Go-Live
19	Maintenance for 2 years from the date of go-live.	2 years from the date of Go-Live
20	Server Management	
21	Launching of Enhanced B2B Portal	21st Week
Phase - III		
S.N	Activity	Timeframe
22	<p>Integration of new modules provided by NSIC</p> <ul style="list-style-type: none"> • Online Success Stories Aggregation and displaying the same on portal. <p>Development of following modules</p> <ul style="list-style-type: none"> • Global Business Matching Service • New Product Notification • Online News Letter • Providing mechanism for bulk mailing and SMS Alerts to Users. • Mobile App with limited Version • Any other features finalized at the time of work order as per current trend in the e-commerce sector. • Search Engine Optimization initial reports and promotion on all Social Networking Websites with dedicated web page for the portal, creation of various blogs, press releases • Any other feature agreed at the time of finalization of SRS. 	31 Weeks from the date of Work Order

23	Pilot Testing Activities	32 nd Week
24	Security Audit of the Portal through cert-in empanelled agency.	34 th Week
25	Hosting & Final Launch of Enhanced B2B Portal	36th Week
26	Training of Staff &Preparation of Manuals	Periodical
27	Search Engine Optimization	Periodical
28	Bug-Fixes Warranty	6 months from the date of Go-Live
29	Maintenance for 2 years from the date of go-live.	2 years from the date of Go-Live
30	Server Management	Periodical
31	Addition of new features as and when required as per agreed manpower rates at the time of placing of work order.	Periodical
32	Complete Source Code of the Portal after each updates	Periodical
33	Knowledge Transfer on Completion of engagement	-

5. Pre-Qualification Requirements

Prequalifying Criteria

The clause mentioned below from A to E are PREREQUISITE CONDITIONS and the bids of Consultancy Bidders will be evaluated against the evaluation criteria as defined below.

A. General

- a. Bidder should have an expertise of developing Web Based Software Application in last 5 years for three different clients. The value of each project executed should be at-least Rs. 10 L (Rupees Ten Lacs). Documentary evidences for the past projects should be provided as per **Annexure - D**. The bidder should also provide copy of work order & completion certificate of three similar projects done in last five years along with the technical bid. Order executed / placed by / on sister concern / group companies will not be considered.
- b. Preference will be given to the bidder who has developed above mentioned projects as a B2B Portal preferably in E-Commerce.
- c. As a part of technical evaluation the bidder will have to give a presentation to the committee. The presentation should cover the following.
 - i. Clarity and mapping of scope of work
 - ii. Templates design of homepage
 - iii. Design of subsequent pages
 - iv. Technical Architecture of proposed B2B Portal
 - v. Brief introduction about the company and past experience

- vi. Study of NSIC's existing B2B Portal
- vii. Preliminary gap analysis with other B2B based on above study,
- viii. Proposed Search Engine Optimization Methodology
- ix. Proposed promotional methodology on Social Networking

B. Organizational Parameters

- a. The bidder submitting the offers should be Registered Company/ Partnership firm/ Proprietorship concerned(Attach Proof) i.e. Certificate of Incorporation / Registration. Bids submitted as Joint Ventures, Consortiums and similar arrangement will not be considered as technically qualified bid.
- b. The bidder should NOT have been blacklisted by any Govt. Organization/ Department. A self-declaration in this regard should be submitted by the bidder as per **Annexure – 'C'**.
- c. The bidder 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 bid.
- d. Authorisation letter for Authorized representative on the letter head of the company duly signed and stamped.

C. Familiarization with respect to Indian Laws

- a. The bidder 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 bidder.

D. Human Capital Strength

Experienced and qualified professionals should be permanently employed on Bidder payroll as given below:

- a) The bidder should have at-least 20 experienced and qualified professionals permanently employed on Bidder's payroll. A self-declaration in this regard should be submitted by the bidder.
- b) One senior Web/Software Developer having experience in the field of e-commerce portal development with 10 years of experience in broad IT ecosystem and domain knowledge regarding working of B2B portals. Education Qualification: He/she should preferably be post graduate in IT. Working Knowledge of .NET Technology, SQL Server.
- c) Two middle level Web/Software Developers with 07 years of IT experience and domain knowledge regarding working of

B2B portals, one of them should be Business Analyst, System Integrator (DBA). Knowledge of .NET Technology, SQL Server for Web/Software Developers and knowledge of SQL Server for DBA. He/ she should be able to write Stored Procedures, views etc.

- d) Five junior level Web/Software Developers with 05 years of IT experience in software implementation and domain knowledge regarding working of B2B portals. Working Knowledge of .NET Technology, SQL Server.

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

E. Financial Prospective

The bidder should have a sales turnover of at least 1 Crore in each of last three financial years (i.e. 2014-15, 2015-16 & 2016-17). Bidder should provide last three years audited Annual Accounts/ CA Certificate / Audited Balance Sheet along with the technical bid to support the same.

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 Evaluation Criteria is as follows:

Technical Evaluation

Sl. No.	Criteria	Clause	Weight age
1.	General	Clause 5A	60%
	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%
Total			100%

The breakup of weightage is as detailed below:-

S.N	Criteria	Clause	Weightage	Total Weightage per parameter (max)	
1.	General	Clause 5A (a)	5 x 3 = 15	60	
	General	Clause 5A(b)	2 x 3 = 6		
	General	Clause 5A(c) 5A(c) (i) 5A(c) (ii) 5A(c) (iii) 5A(c) (iv) 5A(c) (v) 5A(c) (vi) 5A(c) (vii) 5A(c) (viii) 5A(c) (ix)	1		9
			1		
			1		
			1		
			1		
			1		
Organizational Parameter	Clause 5B(a)	5			
Organizational Parameter	Clause 5B(b)	5			
Organizational Parameter	Clause 5B(c)	10			
Familiarization with respect to Indian Laws cyber law, IT Act, ecommerce, etc.	Clause 5C(a)	10			
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 bidder should have a turnover of at-least 1 Crore in each of last three financial years (i.e. 2013-14, 2014-15 & 2015-16).Provide last three years audited Annual Accounts/ CA Certificate / Audited Balance Sheet should be provided along with the technical bid to support the same.	3 x 5 = 15	15	
Total				100	

7. Selection Procedure

For selection of the final bidder, the following procedure shall be adopted:

All the proposals received by NSIC would be scrutinized with reference to the Technical Pre-Qualification Requirement (PQR) against the evaluation criteria. Bidders meeting the Technical PQR shall only be considered for financial evaluation. These bidders shall be called as 'Eligible' bidders. The bidders may please note that mere meeting of the Technical PQR does not entitle any bidder the right for award of contract.

The final evaluation will be based on the Financial Bids. To qualify for the Financial evaluation, the Bidder needs to qualify in the Technical Bid by securing minimum of 80% against each of the parameters as mentioned above in the breakup of weightage on page no. 16 and 17i.e. To qualify the bidder must secure 48 out of 60 against criteria 1, 20 out of 25 against criteria 2 and 12 out of 15 in criteria 3, a total of 80%.

Bidders may be asked for a detailed presentation before the selection committee.

8. PAYMENT TERM

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

S.No.	Deliverable	Payment Percentage
1.	Study the existing B2B portal of NSIC, other national / international B2B portals. Study and submit Gap Analysis report. Preparing System Requirement Specification (SRS) for new B2B Web Portal including new functionalities as proposed by NSIC.	20%
	Getting approval of Design Template & SRS for the new portal from NSIC	
	Design, Migration of data & functional modules from existing portal	
2	Go-Live of Phase I	15%
	Go-Live of Phase II	15%

	Go-Live of Phase III	20%
3	Maintenance for 2 years from the date of go-live. (Payable Quarterly @ 3.75% per quarter)	30%
	Total	100%

9. TIMEFRAME

The assignment is for 36 weeks (approx.9months) and 2 Years of maintenance support from the date of launching of the portal including six month of free of cost Bug-Fixes Warranty.

10. 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.

11. Security Deposit

For the Selected bidder, the EMD shall be converted into interest free security deposit. The total amount of security deposit shall be Rs. Fifty thousand to be payable by the shortlisted bidder 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 make a **security deposit of Rs 50, 000/-** within 07 days from the receipt of the work order. A service agreement will be duly signed by the selected bidder after submission of security deposit.

12. 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.

13. Pre-bid Queries

Pre-bid queries shall be entertained in the pre-bid meeting. Bidders are requested to submit their pre-bid queries latest by **1700 HRS on**in the format provided at **Annexure 'E'**. The pre-bid queries are required to be sent to the e-mail id managermic@nsic.co.in. The hard copies of the same may be submitted at the following address:

Chief General Manager (TISDC)
National Small Industries Corporation Limited
(A Government of India Enterprise)
NSIC Bhawan, Okhla Industrial Estate,
New Delhi- 110 020

14. Arbitration

- i. For any dispute or differences arises between NSIC and the bidder with this regard to this Tender Document, the same shall be referred to the sole arbitrator appointed by CMD/ Director (Planning & Marketing)/ Director(Finance) of NSIC. Such appointed arbitrator shall be either an employee serving or retired from the office of NSIC or of any other Public Sector Undertaking (PSU) or Law Faculty Member of Government University or any other Advocate Retired Judge. There shall be no objection by any party for appointment of such person as Arbitrator. The award of the Arbitrator so appointed shall be final and binding on the parties to this Tender Document/ Agreement.
- ii. The Venue of Arbitration shall be at Delhi.

15. Confidentiality

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

16. Addition of New Features to the Portal

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

17. Bug-Fixes Warranty

The selected bidder will provide 6 months free of cost bug fixes from the date of Go-Live of the portal.

18. Maintenance

The maintenance charges quoted for the portal are for 2 years from the date of Go-Live. It includes charges towards:

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

19. All-inclusive Prices

The price quoted should be inclusive of charges towards Design, Development, Testing, Hosting & Maintenance of B2B Portal of NSIC including all applicable taxes.

Any change in the taxes will be applicable and paid accordingly.

Annexure – A`

TECHNICAL BID

FORMAT & REQUIREMENTS

1. Tender Ref. No: **NSIC/HO/TISDC/13**
2. Name of Bidder:
3. Complete office address of Bidder
-
4. Contact details of authorized person of Bidder 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 bid:
6. EMD and Tender Fee payment details (DD number & bank detail)
7. Documents to be enclosed with the Technical bid 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, VAT/TIN/Service Tax Registration duly Signed & Stamp.
 - d. Undertaking on letter head as per Annexure "C".
 - e. Bidder's Authorization Certificate as per Annexure 'F'

Signature of the Bidder with stamp

Name:.....

Designation :.....

Date :

Annexure – `B`

FINANCIAL BID

FORMAT & REQUIREMENTS

1. Tender Ref. No.: **NSIC/HO/TISDC/13**
2. Name of the Bidder:
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 bids:

S.N	Description	Amount (In Rs.)
1	Charges for Design, Development, Testing, Hosting & Maintenance of B2B Portal of NSIC along with Maintenance Support for 2 Years(For All Phases)	
2	Taxes	
3	Total (Including Taxes)	

Table – 1

In words (Rs.....)

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

S.N	Description	Charges / Hour (In Rs.)
1	Additional Development Charges	
2	Taxes	
3	Total (Including Taxes)	

Table - 2

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 bid. 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. The per hour manpower rates for Additional Work after Go-Live as mentioned in table 2 S. No. 1 multiplied by 270 (days which is project period i.e. 9months x 30 days) will be added to the price quoted at S. No. 1 of table 1 to decide the L-1 bidder. However, the work order will be released and the payment will be done on the basis of the price mentioned in table 1 S. No. 1 plus taxes as applicable.**
6. Also, the manpower rates per hour for Additional Work after Go-Live will be considered as mentioned at the table 1 S. No. 1 and the payment shall be made on its basis as per the clause 16 on page 20 of 35 of tender document.

Note:

1. The Bidders are 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 bid. 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 Bidder with stamp

Name :.....

Designation :.....

Date :

Annexure – C`

DECLARATION

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

To,

**Chief General Manager (TISDC)
National Small Industries Corporation Limited
(A Government of India Enterprise)
NSIC Bhawan, Okhla Industrial Estate,
New Delhi– 110 020**

Sir,

With reference to the Tender No. NSIC/HO/TISDC/13,
We.....

hereby confirm that we have not been blacklisted by any Government Department
(Central/State/Autonomous/PSU) in India.

Signature of the Bidder with stamp

Name :.....

Designation :.....

Date :

Annexure –`D`

Details of Projects Executed in Last 5 Years

(Refer Clause 5(A))

S.No	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 (Attach Documentary Proof *)	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 Bidder with stamp
 Name :
 Designation :
 Date :

Annexure – E

Format for Pre-Bid Queries

S.N	Page No.	Clause No.	Query / Suggestion

Signature of the Bidder with stamp

Name:.....

Designation:.....

Date:

Annexure – F`

Bidder's Authorization Certificate (To be submitted on the letter head of the bidder)

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

<Bidder's
Name>_____<Designati
on>_____is hereby authorized to sign
relevant documents on behalf of the company in dealing with Tender of
reference
dated_____.Heisalsoauthorizedtoattendmeetings&submitte
chnical & commercial information as may be required by you in the course of
processing above said tender.

Yours Sincerely,

Signature of the Bidder 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 Bidder with stamp

Name :

Designation :

Date :

Annexure – H`

Details of Manpower

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

Annexure – I

Checklist

Sl. No.	Particulars	(Please tick against the Supporting documents furnished)
A	Qualification Document	
1	Bid Submission Form	<input type="checkbox"/>
2	Bidder'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 bidder should not have been blacklisted by any Govt. Organization/ Department.	<input type="checkbox"/>
8	Financial Bid Submitted	<input type="checkbox"/>
B	Bidder'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"/>

End of the Document