

**E-TENDER FOR
DESIGN, DEVELOPMENT &
MAINTENANCE
OF
CONTENT MANAGEMENT SYSTEM
BASED WEBSITE
FOR
NATIONAL SCIENCE CENTRE,
GUWAHATI**



Ministry of Culture
Government of India

NATIONAL SCIENCE CENTRE, GUWAHATI
(NATIONAL COUNCIL OF SCIENCE MUSEUMS)
Jawaharnagar, Khanapara, Guwahati, Assam 781022
Phone no: 0361-3517572
Email id: guwahatirsc@gmail.com

TENDER No. WD/NSCG/2024-25/4(57)-09

NOTICE INVITING E-TENDER

On-line Digitally signed E-Tenders are invited under **QCBS (Quality and Cost Based Selection)** method are invited in two Bid System from the competent and eligible agencies who satisfy the eligibility criteria enumerated in the Tender Documents for '**Design, Development and Maintenance of Content Management System based website for National Science Centre, Guwahati**. The Interested agencies may download the tender documents from the Central Public Procurement Portal (CPPP): <http://eprocure.gov.in/eprocure/app>

Bid Document Published Date	7 th October, 2024 (16:00)
Bid Document Download Start Date	7 th October, 2024 (16:00)
Bid Clarification Start Date	7 th October, 2024 (16:00)
Bid Clarification End Date	11 th October, 2024 (16:00)
Bid Submission Start Date	8 th October, 2024 (11:00)
Bid Submission End Date	28 th October, 2024 (16:00)
Technical Bid Opening Date	29 th October, 2024 (11:00)
Technical Presentation	Shall be communicated later on (Only for technical qualified bidder)
Financial Bid Opening date	Shall be communicated later on
Estimated Cost	₹ 10 Lakhs including Tax
Earnest Money Deposit	₹ 25,000/-

Note – Technical Bid Presentation shall be held at the Conference Hall and through video conference.**

The online bid both Technical Bid and Financial Bid, should be uploaded by the due date and time as per the above schedule. The responsibility to ensure the same lies with the bidders. Off-line tenders shall not be accepted and no request in this regard will be entertained whatsoever. **Online Technical Bid will be opened at the first instance in National Science Centre, Guwahati at 04:00 p.m. on 29.10.2024 for Technical Evaluation as well as selection of technically acceptable offers.** In the second stage, the Financial Bids of only the selected and techno-commercially acceptable offers / system will be opened. Decision of the Centre, regarding selection of eligible and qualified firms for opening the Financial Bid shall be final and binding on the bidders.

NSC, Guwahati reserves the right to accept or reject any or all tenders in full or part without assigning any reason whatsoever. NSCG shall also not be bound to accept merely the lowest tender but the technical suitability, capability and superiority of the system as well as after sales service including infrastructure to render such service, etc. shall be of prime consideration for selection of the system

ELIGIBILITY CRITERIA FOR APPLYING

1. Agencies that are fulfilling the following conditions will be eligible for submission of E-Tender:

- The bidder could be an Individual, Limited Company/Corporation, Proprietary Firm, Partnership Firm/Company etc. Consortium or Joint Venture are allowed to bid for the Works.
- The registered company/firm should have minimum 3 years' experience preceding the proposal due date Experience should be both in design and development of CMS based websites for both government and private sectors.
- The registered company/firm should have well trained software development team having graphics, frontend and backend development skills etc. Experience in developing high traffic websites is preferred.
- At least one Certification from renowned organizations like ISO and CMMI related to software development.
- The company/ firm should have the following during last 05 years:
 - 3 (Three) similar completed work orders/LOI (at least one of them should be in Central Government/ Central Autonomous Bodies/ State Government/ Central Public Sector Undertakings) each costing not less than Rs. 3,00,000.
 - OR
 - 2 (Two) similar completed work orders/ LOI (at least one of them should be in Central Government / Central Autonomous Bodies/ State Government/ Central Public Sector Undertakings) each costing not less than Rs. 5,00,000.
 - OR
 - 1 (One) similar completed work orders/ LOI (in Central Government/ Central Autonomous Bodies/ State Government/ Central Public Sector Undertakings) of cost not less than Rs.8,00,000.
- Average annual Turnover > 10 lakhs in the last 3 financial years.

Note:

- Here the Similar Works means: Design and development of CMS based websites or any internet based web application software.
- Work Order, work completion certificate along with the contact details of such Central Government / Central Autonomous Bodies/ State Government/ Central Public Sector Undertakings for which the works have been done, must be submitted in support of the above claim for consideration.

EVALUATION METHODOLOGY - will have two stages:

Stage 1 – General cum Technical Bid Evaluation

Stage 2 – Financial Bid Evaluation

GENERAL CUM TECHNICAL BID EVALUATION The evaluation will involve validating the credentials submitted in the format as prescribed in Annexure ‘E’. Credentials without valid proof will be invalid and will not be considered for eligibility. NSC, GUWAHATI reserves the right to accept or reject proof of credentials at its sole discretion without having to give reasons to the bidders thereof. The following weightage criteria will be adopted during technical evaluation:

Sl. No.	Evaluation Criteria/ Parameter	Max. Score	Bidder's Score
1	Credentials of applicant/ agency: The bidder should have minimum 3 year experience preceding the proposal due date, in the similar work (as mentioned above) 3 Years - 6 Marks More than 3 years upto 5 years – Bonus 2 marks More than 5 years – Bonus 2 Marks (Total Max. marks- 10)	10	
2	Certification from renowned organisations like CMMI, ISO etc related to website or software development.	5	
3	Certificate of experience with proof of the project team to be deployed and past works particularly with large target audience.	5	
4	Any other project executed by the agency that has high traffic and bandwidth requirement	10	
5	Experience - Number of website or internet facing web based application development projects having cost not less than INR 3 lakh each during last 05 years: 3 (6 marks) > 3 & less than 7 (10 marks) >= 7 (15 marks)	15	
6	Additional features proposed by the agency other than the ones mentioned in the Tender document.	10	
7	State/National/International awards received for website/software development only	5	
7	Technical presentation regarding proposed solutions, technology to be used etc.	40	

EVALUATION OF FINANCIAL BID

- a) The financial bid will be opened for only those bidders who will score minimum of 70% in the technical bid evaluation.
- b) The bidder with the lowest financial bid (L1) will be awarded 100% score.
- c) Financial Scores for other than L1 bidders will be evaluated using the following formula:
Financial Score of a Bidder = $\{(Financial\ Bid\ of\ L1 / Financial\ Bid\ of\ the\ Bidder) \times 100\}$ %
(Adjusted to two decimal places)
- d) Only fixed price financial bids indicating total price for all the work/services specified in this bid document will be considered.
- e) Details of the taxes and duties levy able on the basic cost to be indicated clearly in the financial bid.

COMBINED EVALUATION OF TECHNICAL & FINANCIAL BIDS

- a) The technical and financial scores secured by each bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score.
- b) The bidder securing the highest Composite Bid Score will be declared as the Best Value Bidder for award of the Project.

In the event, composite bid scores are 'tied', the bidder securing the highest technical score will be declared as the Best Value Bidder for award of the Project. In the event of tie in both the bids, the draw of lottery will be for deciding the L1 bidder.

CHECKLIST

Check list of Tender No. WD/NSCG/2024-25/4(57)-09 for “**Design, Development and Maintenance of Content Management System based website for National Science Centre, Guwahati**”.

Sl. No.	Description	Yes	No
1	Whether E-Tender uploaded on Central Public Procurement Portal of Govt. of India (i.e. Technical & Commercial) separately.		
2	Whether Tender documents carefully studied & understood.		
3	Whether Tender documents duly signed and stamped on all pages is scanned and uploaded as Part – I of the Tender in central public procurement portal.		
4	Whether Declaration regarding Non-relation, duly signed and stamped, and scanned copy of the same uploaded as Part – I of the Tender in Central Public Procurement Portal. Annexure-C		
5	Whether Declaration certifying that there are no extra conditions quoted in the Offer Form duly signed and stamped, and scanned copy of the same uploaded as Part – I of the Tender in Central Public Procurement Portal. Annexure-C		
6	Whether Earnest Money of ₹25,000/- submitted by online / vide Demand Draft No. dated..... and Scanned copy of DD uploaded as Part – I of the Tender. Please note that the original DD should be couriered /hand delivered to NSC Guwahati / online payment details shall be sent to NSC, GUWAHATI before the time of opening Technical Bid.		
7	Whether PAN, GST, Registration Certificates, Certification document etc. enclosed		
8	Work completion and experience certificates enclosed		

Date:

Place:

Signature of the Tenderer

Official Seal

General Information and Instructions

1. The instructions given herein will be strictly binding on the bidders and deviation, if any will make the tender or tenders liable to be considered invalid. Tenders incorporating additional conditions by the bidder are liable for rejection.
2. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app> Manual bids shall not be accepted.
3. The instructions given in “Annexure-A” for “Instruction for Online Bid Submission” should be strictly followed during submission of the Bid.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. An agent of foreign OEM, for submitting the offer on behalf of OEM, would be required to produce a copy of their legal bid agreement with their principal as an Indian agent failing which their bid would be disqualified.
6. Bid should be submitted along with the Earnest Money Deposit (as Bid Security) of ₹25,000/- (Rupees Twenty Five Thousand only) by way of Account Payee Demand Draft from any of the Commercial Banks or through online payment by NEFT / RTGS / payable in favour of - NATIONAL SCIENCE CENTRE , payable at Guwahati. Any mistake in calculation of the amount of Earnest Money will be the responsibility of the Bidder and the tender will be rejected if the amount is found to be less than the EMD amount. Earnest Money deposits in respect of such offers which are not accepted will be returned to the bidders within 30 working days from the date on which the final decision is taken about the source from which the items under tender are to be procured. No interest will be paid on the Earnest Money deposited with the Council. Earnest Money deposit in respect of the successful bidders will be retained with the NSC, GUWAHATI until entire execution of the order as per terms of the tender. If the successful bidder happens to be MSME/NSIC registered agency they have to deposit an amount of ₹ 25,000/- as performance guarantee (PG). If the successful bidder fails to execute the order strictly as per the NSCG’s specification in full or part within the stipulated delivery period of the purchase order, the Earnest Money Deposit retained with the NSC, GUWAHATI shall be forfeited forthwith after cancellation of the concerned order. **Exemption will be given to the MSME/NSIC registered agencies for submission of EMD.**
7. Validity of Bids: The Bids should remain valid for 90 days from the date of opening of Financial Bid.
8. Rejection of Bids: Canvassing by the Bidder(s) in any form, unsolicited letter and post tender correction may invoke summary rejection. Conditional tenders will be rejected. Non-compliance of applicable General Information and Instructions will disqualify the Bid.

9. The Bidders should have Digital Signature Certificate (DSC) for filling up the Bids. The person signing the tender documents should be authorized for submitting the on line e-tender.

10. The Financial Bid (BOQ) shall be filled in and signed by the authorized signatory online as per proforma “Annexure- G” available at Central Public Procurement Portal e-tender system website <http://eprocure.gov.in/eprocure/app>. off line Financial Bid shall not be accepted.

11. The agency has to provide maintenance free of cost at least for 6 months after the final submission of the project work to the Museum / Centre.

12. Tender must be uploaded online in two separate sets - namely Part – 1 (Technical) and Part – 2 (Financial) on Central Public Procurement Portal. The contents of Cover shall be as follows:

S. No.	Description	Yes	No	Remarks
1	Technical (Techno-Commercial) BID duly filled-in and signed with official stamp. (as per Annexure-E)			
2	PAN, GST, Registration, Certification documents			
3	General Terms & Conditions (as detailed in Annexure-B) duly signed with official stamp as a token of acceptance			
4	Copies of document showing last 3 years’ financial turnover and experience of website development			
5	Copies of Work order and/or completion certificates during last 3 years strictly related to website and web based software development. Submission of unrelated work is liable to be rejected.			
6	Scanned Copy of the current and valid Tax Clearance Certificate.			
7	The ‘Declaration’ duly signed with official stamp (as detailed in Annexure-C).			
8	Scanned copy of Demand Draft / details of online payment for ₹25,000/- (Rupees Twenty Five Thousand only) as Earnest Money			

Part– 2 (Financial)

i) The Financial Bid (as per Annexure-G) i.e. Schedule of Price Bid in the form of attached BOQ Performa shall be duly filled in, digitally signed and uploaded online by the bidder.

N.B.: The bidders shall consider the prevailing tax rates while quoting the rates. However, in the event of any changes in the statutory taxes and duties, the rates applicable at the time of payment shall be made by the competent authority of the NSC, Guwahati against submission of supporting documentary evidence.

12. ORDER SHALL BE PLACED IN FAVOUR OF THE BIDDER WHOSE TECHNICAL BID IS ACCEPTABLE AND WHO OBTAINED HIGHEST COMPOSITE BID SCORE AS PER THE COMBINED EVALUATION OF TECHNICAL AND FINANCIAL BIDS.

13. The authorities of National Science Centre, Guwahati who does not bind themselves to accept the lowest tender, reserves the right to reject or accept any or all tenders wholly or partially without assigning any reason whatsoever.

**NATIONAL SCIENCE CENTRE
(North-East Zone Headquarter)
(NATIONAL COUNCIL OF SCIENCE MUSEUMS)
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Instructions for Online Bid Submission

1. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
2. More information useful for submitting online bids on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>

REGISTRATION

1. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online Bidders Enrolment**” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.) with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
6. Bidders may then log-in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords, etc. to search for a tender published on the CPP Portal.

2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tenders” folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidders should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1. Bidders should take into account any corrigendum published on CPPP in connection with the tender document before submitting their bids.
2. **Please go through the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of sets in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.**
3. Bidders, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF / JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates, etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidders should log-in to the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidders will be responsible for any delay due to other issues.
2. The bidders have to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. **Bidders should submit the EMD as per the instructions specified in the tender document. The original instrument should be posted/couriered/given in person to the Tender Processing Section at the above address, latest by the last date of bid submission. The detail of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected. Exemption will be given to the MSME/NSIC registered agencies for submission of EMD.**

4. A standard Price Schedule format (BOQ) has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidders). No other cells should be changed. **In case no rate value is required to be quoted in any particular cell, that cell may be kept blank, figure “0” (zero) shall not be entered in such cell(s).** Once the details have been completed, the bidders should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidders, the bid will be rejected.

5. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referring the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

6. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

7. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8. Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message and a bid summary will be displayed with the bid number and the date & time of submission of the bid with all other relevant details.

9. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any enquiries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal helpdesk. The contact number for the helpdesk is 1800 233 7315.

3. Any queries relating to the Tender may be addressed to chhama.ncsm@gmail.com,

guwahatirsc@gmail.com, with proper credentials of the bidders before the bid clarification end date, thereafter no queries will be entertained.

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GENERAL TERMS AND CONDITIONS FOR SUBMISSION OF TENDER

For **Design, Development and Maintenance of Content Management System based website for National Science Centre, Guwahati** the tenderers are required to submit the tender in two parts i.e. Part-I and Part – II as per the details given in the point 12 of **General Information and Instructions**.

1. PRICE: The rates quoted/indicated shall include cost as per the details specified in **Annexure-D** “Technical specification and Scope of Work”, in the tender document. **The rates of GST and other taxes/levies to be imposed on the quoted rates shall have to be clearly and separately mentioned.** Price and rate quoted shall be firm and fixed for the entire period of execution of the work and no escalation of rate on any ground whatsoever shall be allowed. The overall lowest bidder shall be awarded the tender.

2. The bidders shall consider the prevailing tax rates while quoting the rates. However, in the event of any changes in the statutory taxes and duties, the rates applicable at the time of payment shall be made by the competent authority of the NSC Guwahati against submission of supporting documentary evidence.

3. The successful tenderer shall submit the following documents within 07 (Seven) days from the date of placement of Letter of Intent.

- a. Duplicate copy of Letter of Intent duly signed and stamped as a token of acceptance of the work order.
- b. Non-judicial stamp paper of appropriate value for preparing the Agreement governing the terms and conditions of the Contract.
- c. Performance Security Deposit as detailed in Clause No. 12 of General Terms & Conditions.

4. TIME OF COMPLETION: Time is the essence of the tender. The entire work supply shall be completed in time bound manner. The entire work shall be completed within **60 (Sixty) days** from the date of placement of Letter of Intent. This may, however be extended only in a case where the work is delayed due to security audit issues from the Third Party Auditor.

5. For non-compliance of any of the above terms and non-delivery of the tendered item complete in all respects within the above stipulated period, the Centre shall either cancel the

order or impose penalty as detailed in Clause 6 below. The Centre reserves the right to cancel the order and no payment will be made under such condition. Decision of the Centre in this regard shall be final and binding on the successful tenderers.

6. PENALTY CLAUSE: The successful Tenderer shall strictly observe the time allowed for carrying out the job as detailed in Clause No. 4 under General Terms & Conditions. The job shall, throughout the stipulated period of the order be proceeded with all the diligence (time being deemed to be the essence of the order) and the successful Tenderer shall pay to the Centre, an amount equal to 1% of the amount of the order value for every week that the delivery may remain incomplete as per delivery schedule as stipulated in Clause no. 4 under General Terms & Conditions, subject to a maximum compensation of 10% of the order value and after that period appropriate action will be taken by the Centre, as it will deem fit.

7. The Centre may extend the time of delivery of the tendered job at its discretion on the application of the successful tenderer for such purpose provided that it considers the reasons for such extension as good, sufficient, acceptable and unavoidable.

8. SCOPE OF WORK: As per Annexure “D”

9. PAYMENT TERMS:

i. No advance payment shall be made by the Centre under any circumstances. Payment shall be released after satisfactory completion of the entire job and within 60 (sixty) days from the date of receipt of Tax Invoice duly supported by receipted challan and satisfactory inspection/work completion certificate issued by the competent authority of the Centre.

ii. Payment shall be released through NEFT/RTGS for which details of bank account shall be mentioned in their bill.

10. COPYRIGHT: Any source code other than the code used in case of an open source project/application as well as any digital file related to the project will be the sole property of National Council of Science Museums. The successful Tenderer under no circumstances will sell, lease, use, lend or donate the interfaces in any form, wholly or partly, to any other client. Also, the images, videos and other material to be used in the website should be copyright free. In case some images, videos, books need to be purchased, the tenderer should approach the competent authority of the NCSM.

11. In case, the successful Tenderer refuses to accept the offer after finalization or does not comply with the **Clause No. 3** as per the finalized and accepted terms and conditions, the order shall be cancelled forthwith without any further reference and the EMD will be forfeited.

12. The successful tenderer shall deposit an amount of 5% of the total amount of work awarded at NATIONAL SCIENCE CENTRE as Performance Security. The amount can be deposited in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment, after adjusting the EMD already

deposited with this NIT, after getting the confirmed order and before the commencement of work. The Performance Security Deposit shall be refunded to the successful tenderer 60 days after completion of the work.

13. Every effort should be made to complete the work by the successful Tenderer within the specified time schedule. In case the successful tenderer fails to comply with **Clause No.4** under General Terms & Conditions i.e., the specified time schedule as per the finalized and accepted terms and conditions the Centre shall have the rights to either impose Penalty Clause or cancel the order forfeiting the EMD. The decision of the Centre in this regard shall be final and binding on the successful Tenderer.

14. Bad quality of work will not be accepted and if carried out is liable to be rejected and should be rectified by the successful Tenderer at his cost as per specifications and directions given by the authorized representatives of the Centre. The decision of the Centre, as to items of bad quality and proper rectification, will be final and binding on the successful Tenderers.

15. Any ambiguity in the specification / scope of work is detected; it shall be promptly brought to the notice of the Centre for clarifications. The successful tenderer without written approval/permission of the Centre shall make no deviation from the approved specifications.

16. The successful Tenderer shall submit necessary trade and other licenses as may be required to carry on the tendered job and shall also be responsible for compliance at his/her own cost of all rules and regulations, enforced from time to time by the appropriate authorities.

17. The successful Tenderer shall not under any circumstances whatsoever transfer wholly or partly the contract/agreement/Purchase Order to any other person(s)/firm/company or assign the agreement or benefits of this agreement to any other party for any reason whatsoever. Otherwise, the order/ agreement will automatically stand cancelled.

18. The authorities of the Centre, reserve the right to amend, alter or modify the terms and conditions mentioned above, if necessary, from time to time and also cancel the tender without assigning any reason.

19. Income Tax and Work Contract Tax shall be deducted at source, if applicable, from each bill/claim of firm as per prevailing Government rules.

20. Incomplete offers, i.e. offers received without prescribed “Offer Form” (BOQ), “General Terms of Conditions”, “Technical Specifications” duly signed on all pages with official seal may be rejected straightway without reference to the tenderer.

21. Party must have valid TIN/PAN/GST Registration number and attach a documentary proof with the Tender.

22. The agency shall take care of all statutory obligations as are required under the Contract Labour Regulation Act, etc.

23. The offer shall be valid for a minimum period of 3 months from the date of opening of the tender.

24. The agencies participating in the tender and bidding, may obtain on specific request, details about the outcome of the tender and other related details, if any.

25. All disputes and differences between the successful tenderer and the Centre of any kind, except quality of workmanship and materials, whatever arising out of or in connection with the order on carrying out of the work (whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the terms and conditions of the order) shall be referred to the sole arbitration of a person nominated by the Director General, National Council of Science Museums, whose decision in this regard will be final and binding on both the parties – the successful Tenderer and the Centre. The provisions of the Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof and of the rules made there under for the time being in force shall apply to arbitration's proceedings under this Clause.

26. FORCE MAJEURE:- In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts. The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the MOU, Flood and Acts and Regulations of the government. Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said cause by giving notice to the other party within 72 (seventy-two) hours of the alleged beginning and ending of the cause respectively. If performance under the MOU is suspended by Force Majeure conditions lasting for more than 2 (two) months, either party shall have the option of cancelling the MOU, in whole or in part, at its discretion without any liability on its part.

Time for performance of the relative obligation suspended by Force Majeure shall stand extended by period for which such cause lasts.

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DECLARATION-I

This is to certify that I/We have no close relative as an employee of the National Council of Science Museums (close relatives means: Father, Mother, Brother, Sister, Son, Daughter and Spouse) nor any such close relatives are associated with us as proprietor/partner/share holder/director and like.

Signature of the tenderer
Address:

Official seal with date

DECLARATION-II

We, do hereby accept the General Terms and Conditions as provided by the National Science Centre, Guwahati along with tender documents for **Design, Development and Maintenance of Content Management System based website for National Science Centre, Guwahati** and also undertake to execute the job strictly as per the specifications of NSC, Guwahati as provided along with the tender documents. National Science Centre, Guwahati shall be at liberty to cancel the order in full or in part and forfeit the Earnest Money Deposit or Security Deposit retained with them in the event of failure of any of the declaration made by us.

Signature of the tenderer / Constituted Attorney

(With date and Official Seal)

Annexure-C 1

DECLARATION ON REGISTRATION AS MSME

(Following declaration to be provided by the Bidder on the Company letterhead)

This is to certify that our Company (Name of the Company) located at (Address of the Company) has registered as MSME. The details of registration are provided below:

Sl. No.	Particulars	Details
	Name of the Vendor / Company	
	Date of incorporation	
	Udyog Aadhaar Number	
	GST Number	
	PAN Number	
	Type of Enterprise	Micro / Small / Medium
	Major Activity	
	Type of Organization	Proprietary / Hindu Undivided Family / Partnership / Co-operative / Private Limited Company / Public Limited Company / Self Help Group / Limited Liability Partnership / Society / Trust / Non-MSME (not a MSME)
	Have your investment in plant and machinery crossed the prescribed limits of MSME Act	Yes / No Value (for MSME only):
	Copy of Udyog Aadhaar	Yes / No (for MSME only):
	Annual ceiling amount upto which they can take contract under MSME	
	Value of orders already at hand as on date of application	

I / we undertake to keep the National Science Centre, Guwahati informed if at any point in future, we cease to become MSME vendor or change in category as per the extant rules and such disclosures is entirely our responsibility. Until then, the company does not hold NSC, GUWAHATI as responsible for any issues related to MSME.

Date:

Signature of
Authorized Person with Company Seal

ANNEXURE – D

Design, Development and Maintenance of Content Management System based website for National Science Centre, Guwahati as per the following details:

The bidder (agencies/individuals/consortium etc.) must quote for development of website including all charges for the following:

National Science Centre, Guwahati wants to develop a Content Management System (CMS) based website as per Govt. of India released guidelines for Government of India Websites (GIGW).

The website of the Centre www.rscguwahati.gov.in needs to be redesigned with all dynamic features for updation and prescribed Web accessibility features. The new website would also have single point administrative control for all the Modules. The new website should have a look and feel with aesthetic design, good color combination, background and screens, structure and layout, easy navigation facility to upload documents and other information and allowing users to define the period for which document is available on the site. Facility to add corrigendum / addendum / amendments to main tender document through appropriate links should be provided enabling the visitors to view the main and linked documents in an integrated manner.

Scope of Services:

The Centre's website must include Content Creator & Approver System wherein authorized individuals from different locations can upload data on to the website which after due approval by designated approver would be available to the Webmaster/publisher for final hosting on to the Website.

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The Centre's website must include Content Creator & Approver System wherein authorized individuals from different locations can upload data on to the website which after due approval by designated approver would be available to the Webmaster/publisher for final hosting on to the Website.

Centre's new website must have:

- Website with CMS (Content Management System)
- Secure Authentication and Authorization with clear access control.
- Support for visually impaired and other disabled or challenged users
- Bilingual Feature (English & Hindi) and to ensure that Hindi content in website must be universally accepted by using Unicode compliant font.
- Website should be easy to Navigate
- Layout development for Home Page
- Layout development for Inner Pages
- News & Announcement Management
- Event Management
- Notice & Circular Management
- Recruitment
- Tender Management
- Media Management – Photo / Video
- Online membership registration for Innovation Hub

- Download Management
 - RTI Act.
 - Feedback Management
 - Employees Section
 - Site Search
 - The Sections like ‘what new’, ‘latest updates’, ‘Tender’, etc. must be dynamic
 - Link for applications / event registrations
 - Security Clearance Certificates for the website (cost to be borne by bidder)
 - Website should be accessible through all major browsers (e.g. IE, Mozilla Firefox, Google Chrome, etc.).
 - Website should be accessible through all major desktop and mobile browsers
 - Search Engine optimization
 - Audit Trail
 - Audit clearance from STQC
- a) **Pre Bid Activities:** The prospective vendors are advised to go through the existing NSCG website in order to have an idea about the magnitude and diversity of information that will have to be collected and hosted on the website. The existing content and feature of the NSCG website will be migrated to the new redesigned website that will be hosted on the existing server. The vendor is also advised to propose the functionalities that he would be able to provide in the website, apart from those which are specifically mentioned below. Any proposed functionality which the Museum finds useful will help them score in the technical bid.
- b) **Requirement Study:** The vendor will be expected to do a requirement study for the website, which when agreed upon by the Museum, will form part of the Agreement to be signed with NSCG. The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful Bidder prior to start of work. In this context, the Centre will also be open to design & development suggestions from the successful Bidder.
- c) **Information Collection:** The vendor will have to depute persons for collection of information and pictures from the different departments and Units of the Museum initially, apart from those that are available on the existing website. Once the website is commissioned, update of the information will be the responsibility of the departments/units. However, the vendor will inform the NSCG authorities about the updates that are required to be made during the maintenance period.
- d) **Image Enhancement Activities:** Several images, including some documents, will be scanned and given to the vendor for placement on the website. Vendor should ensure that quality of scanned images are enhanced upto the optimum level and required image enhancement activities like De-skew, De-speckle, contrast ratio setting etc. has been done on the scanned documents. In case the documents are not legible, it will be the bidder’s responsibility to scan the scanned documents on high resolution i.e. 600 dpi or higher. Even after that if scanned documents are not legible then document scanning shall be done in Gray Scale. In some special cases while designing the website, if some special images are required which are not available with the Centre, the vendor shall arrange for the shooting and place them in the website. No extra payment shall be made for the same. The contents, images or other materials provided to the developer by the Centre shall not be misused by the developer and in case of such misuse being noticed by the Centre, the contract shall be terminated immediately without any notice to the developer.

- e) **Compatibility:** The site design must be cross-browser and cross-OS compatible up to the most recent browser / OS versions. Support for three platforms: Desktop / Tablet or Notebook and Mobile form factors will be required.
- f) **Functionalities Required:** The website will be based on a Web Content Management System. Facility to update content by multiple users from anywhere through browser based administrative module using WYSIWIG editing tools allowing non-technical users to create and edit content.
 - i. Separation of Design and Content – content to be stored in the database and designed to be controlled by the use of cascading style sheet (CSS). Separate CSS for use with Internet Browsers and Mobile Browsers.
 - ii. WCMS shall have the ability to expand a single implementation (one installation on one server) across multiple domains, depending on the server's settings.
 - iii. The WCMS software shall be able to include plug-ins or modules that can be easily installed to extend the site's functionality.
 - iv. WCMS system should support user Groups, allowing the administrator to control how registered users interact with the site. A page on the site can be restricted to one or more groups.
 - v. WCMS software shall act as a Collaboration platform allowing content to be retrieved and worked on by one or many authorized users. Changes can be tracked and authorized for publication or ignored reverting to old versions. It shall allow multiple users to modify (or comment) a page at the same time in a collaboration session.
 - vi. Automated templates shall be provided which are customizable.
 - vii. WCMS should allow administrator to set up rules for workflow management, guiding content managers through a series of steps required for each of their tasks.
 - viii. Admin section must be protected by username and password and using strong encryption. At database level password should be stored in encrypted format. After consecutive wrong attempts the password should be sent to administrator through email.
 - ix. The Bidder will provide an operational guarantee on the WCMS designed and also provide support for at least 1 year after the launch of our website so that modification can be made by vendor, if Museum finds that WCMS is not fulfilling our needs or if further improvements are required. All troubleshooting required would be the responsibility of the Bidder.
 - x. If there is any update related to software, plugins etc. used in the website, the vendor will be responsible for prompt upgrade. They should also make sure not break in functionality happens because of any update.
 - xi. Email Features: Domain user@rscguwahati.gov.in to be installed at NSCG. Unlimited POP3 Email Accounts with SMTP, Web Mail Access, Fail safe email service, facility to receive email to phone via IMAP Support, preventing spam with Spam Assassin, unlimited Auto responders, Mail Forwards, Email Aliases, Mailing Lists etc.
 - xii. Each link created by admin should specify the title of page and admin should have provision for entering date by which the link may expire. The default shall never expire.
 - xiii. Dynamic News/Events/Notification Management System: Facility to manage Departmental News/Events/Notification through an administrative control panel. Administrator can upload pictures to their events. Also can add Caption to the pictures, facility to search news via a strong search engine, Facility to manage

- news/event write-up/contents by multiple users from anywhere through browser based administrative module using a WYSIWIG editor.
- xiv. Dynamic Photo gallery/Video Management System: Facility to manage photo gallery via an administrative control panel, facility to create photo gallery category dynamically. i.e. add/edit/delete photo gallery categories, facility to upload new pictures to these categories along with caption, facility to manage pictures and caption.
 - xv. Approval process – Ability to create a new page with formatted content, send it for approval and publish it on the site after approval.
 - xvi. Multi-lingual content – Ability to create content in multiple languages. It is expected that the basic site will be in English and Hindi (No Google translation to be used). If content is not translated, the link should show English content by default.
 - xvii. Programming & Database Features
 - a) The website is to be hosted on a Linux server. Therefore, technology specific to non-Linux OS is to be avoided.
 - b) All database, frameworks and libraries etc. used should be either open source or have a perpetual license.
 - xviii. Control Panel Features
 - a) Latest cPanel Control Panel or equivalent
 - b) Website statistics and logging
 - c) Password Protected Directories and Custom Error Pages
 - d) Web Based File Manager Hotlink Protection,
 - e) IP Deny Manager, Redirect URL
 - f) **Security:** The website should run on HTTPS and allow SSL. The website shall be security audited according to OWASP (Open Web application Security Project) application security verification standard.
 - g) Maintenance of the Website and Debugging. Vendor has to do the maintenance of the Website for a period of one year from the date of Commissioning of the website, which will include debugging of the website on their own as well as when reported. This maintenance will be considered part of the implementation process. On successful completion of the one year period, the Vendor may be awarded the Annual Maintenance Contract for the website on payment basis, for which, the Vendor will be instructed to quote the rates separately before completion of one year.
 - h) The website should follow the metadata standard specified by Government of India.
 - i) Access to Visually Impaired: The contents of the website should be readable using any Screen access Reader Software to the Visually Impaired users.
 - j) Training: Extensive training should be undertaken for users at NSCD to handle web content related to their Department/Faculty etc. Additionally, a separate training should be done for web administrators.
 - k) Documentation: Complete documentation on the WCMS web site User Manual and Technical Manual has to be provided.

Technical Presentation:

The bidders are required to give a presentation for technical evaluation (Shall be communicated later on for technical qualified bidder) at National Science Centre, Guwahati either in person or through video conference before the committee in which the bidders will present the following:

1. A presentation with detailed information about the team members whom they are planning to engage in the job.
2. Showcase their previous works related to web development and any other achievements.
3. A presentation regarding how they plan to execute the work from conceptualization to finished product.
4. An interactive/non interactive mockup of the website. The frontpage design is compulsory and this along with 5 (five) other design pages of the website of the bidder's choice is to be shown at the time of presentation. This should be submitted only during Technical Presentation and is not required to be submitted along with the bid documents.
5. Additional features suggested by the bidders that are not specifically mentioned in the tender document.
6. There will be marking according the QCBS method having the ratio of 70:30 for Technical and Financial selection.
7. The marks obtained during the technical presentation shall be added to the final score of the technical scrutiny of the tender.
8. Distribution of marks for technical presentation shall be calculated as detailed in the Technical Bid evaluation.
9. No TA/DA will be admissible to the proposer/ applicants. Proposer or their authorized representatives will attend the presentation at their own cost.

Financial bid of only those bidders shall be opened who will qualify the technical presentation. The decision of the committee, duly appointed by Director, NSC Guwahati will be final in this regard and will be binding on all respondents.

Copyright

NSC Guwahati shall hold proprietary rights on the use, marketing contents, and intellectuals etc. of the final products and all versions.

**NATIONAL SCIENCE CENTRE
(North-East Zone Headquarter)
(NATIONAL COUNCIL OF SCIENCE MUSEUMS)
Jawaharnagar, Khanapara, Guwahati, Assam 781022**

TENDER No. WD/NSCG/2024-25/4(57)-09

TECHNICAL (Techno-Commercial) BID

**Notes: ALL PARTICULARS / INFORMATIONS (CHECKLIST) SHOULD BE
GIVEN IN THE FOLLOWING FORMAT WITH COMPLETE DETAILS.**

CHECKLIST

Sl. No.	Title	Submitted (Yes/ No)
1.	Form- 1: Application Form	
2.	Form- 2: a) Experience in website development in the last 6 years. b) Experience in developing website worth over Rs. 3 Lakhs in the last 5 years	
3.	Form 3: a) Certification and b) Awards	
4.	Form- 4: Details of key personnel	

I/We hereby declare that the above statements are true. I/We also declare that the decision of National Science Centre, Guwahati regarding selection of eligible firms for opening of Financial Bid (Part- II) shall be final and binding on me/us.

Date

Official Seal

Signature of the Tenderer/ Constituent Attorney

Form-2

PROPOSER'S EXPERIENCE

a. Brief description of the proposer's activities related to website development (attach separately) in the last 6 years. **List the projects but do not attach more than one certificate for each year. Additional documents should be produced on demand.**

Sl. No	Name of the Project developed	Year of Development	URL	Cost (Rs.)	Organization for which Developed	Copy of the work order, work completion certificate

b. Experience in the developing website or internet facing web-based application having cost not less than Rs. 3,00,000 each during the last 5 years. **Do not submit documents for more than 7 projects even if you have more than 7 projects. Additional documents should be produced on demand.**

Sl. No	Name of the Project developed	Year of Development	URL	Cost (Rs.)	Organization for which Developed	Copy of the work order, work completion certificate

SIGNATURE OF THE PROPOSER WITH STAMP

Form-3

a) Certification from renowned organisations like CMMI, ISO etc related to website or software development projects

Sl. No	Certification	Awarding organisation	Year received	Validity in years

b) State/National/International awards received for website/internet based software development only

Sl. No	Award	Awarding Organisation	Year	State/National/ International

SIGNATURE OF THE PROPOSER WITH STAMP

Form-4

KEY PERSONNEL FOR THE PROJECTS APPLIED FOR

1. Name of the Project Manager
2. Name of the Technical Lead
3. Name of the Designer
4. Name of the Frontend Developer
5. Name of the Backend Developer
6. Other members related to the project

(Please attach separate sheets in the following format for the sl. No. 1 to 5. Attach only education qualification (only the highest qualification acquired that is relevant to the role). Other documents should only be produced on demand.

- a. Name:
- b. Address:
- c. Contact Number:
- d. Educational qualifications:
- e. No. of years of working experience:
- f. Tech Stacks competent in

SIGNATURE OF THE PROPOSER WITH STAMP

ANNEXURE-F**BANK DETAILS OF NATIONAL SCIENCE CENTRE, GUWAHATI**

Name of the Account Holder	NATIONAL SCIENCE CENTRE, GUWAHATI
Account No.	10432943983
Bank Name	STATE BANK OF INDIA
Bank Address	SME Khanapara, Ribhoi, Meghalaya
IFSC Code	SBIN0009945
MICR Code	781002023
Type of Account	Saving Account
Branch Code	9945
GST No.	18AAAAN2541C1Z2